

### **Job Posting**

#### **Training Specialist – WorkBC Employment Services Program**

**Working primarily from our Westshore office, 20.0 - 22.0 hours per week, varied schedule**

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#### **About WorkLink:**

WorkLink has been providing government sponsored employment services to the residents of the Westshore since 1978. In 2008, our services expanded to include the communities of Sooke and surrounding areas including Jordan River and Port Renfrew. We are also pleased to provide aboriginal outreach services to the First Nations Communities of Beecher Bay, T'Souke and Pacheedaht. Our non-profit organization, governed by a volunteer Board of Directors chosen from leaders in the community, is funded through a variety of federal and provincial government initiatives.

#### **About the Program:**

The WorkBC Employment Services Contract, provides services as part of the WorkBC Employment Services program and includes service awareness and marketing activities, as well as service delivery to Clients located in all communities in BC either in-person, via outreach or virtually. The purpose of the WorkBC Employment Services program is to provide employment and labour market services and supports to individuals, employers and communities to achieve the following outcomes: Clients become more independent through sustainable employment; and to contribute to an inclusive and progressive economy by helping employers and communities develop a strong work force.

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#### **About the Position:**

The Training Specialist works as a member of the labour market information team under the direct supervision of the Community Relations/LMI Coordinator. Team members ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual. The Training Specialist must ensure that all clients will have access to high quality services, for which Ministry Policy will be applied, in the same way, regardless of where and how services are accessed.

#### **Main Focus:**

- Assist the Community Relations Coordinator in the gathering of relevant labour market information as identified in table 3 of the Worklink Business Plan
  - Be Internal Subject Matter Expert on WorkBC Employment Services policy and Ministry systems process as it relates to Training Applications
  - Build and maintain strong relationships and networks with external agencies that can assist clients towards the desired outcomes
  - Deliver training information sessions to clients, provide accurate information to client regarding school/trainer eligibility
  - Interview clients, assess client's ability to complete pre-application, review application and recommend or not-recommend client moving forward to the full application process
  - Liaise with training institutions to provide/gather information relevant to client applications
  - Market Training program to eligible clients, provide clients, not eligible for training, with referrals to other internal/external supports
  - Provide Occupational Skills Training to identified service utilization targets of active case managed clients
  - Support clients in the completion of all Training Services applications
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#### **Credentials and Requirements:**

- minimum of two (2) years demonstrated experience in providing customer service and resolving issues both in person and in a virtual service delivery environment; working with individuals with complex barriers and a broad range of cultural background; interpreting Ministry policy and guidelines while determining overall fit for client applications; or relevant industry related post-secondary certificate or diploma
  - experience understanding the relationship between labour market information demands/trends and training credentials sought by employers to increase client employability
  - preference will be given to applicants with relevant and industry related post-secondary degree.
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- Cover letter and resume may be submitted to [pdoukakis@worklink.bc.ca](mailto:pdoukakis@worklink.bc.ca) no later than **Friday, February 15<sup>th</sup> at 4:30pm.**
- Only those with a minimum of two (2) years of direct experience will be shortlisted for consideration.
- This position is open to all interested applicants and requires a vulnerable sector criminal record check.

***WorkLink values the diversity of the people it hires and serves... we foster a workplace where individual differences are recognized and respected, while utilizing each person's talents and strengths.  
The more inclusive we are, the better our work will be.***