

Program Coordinator (WorkBC)

300 · Chase, British Columbia

Program Coordinator

Hours of Work: 28.8 per week

Date Posted: June 4, 2020

Competition Closing Date: Once filled

Internal Posting Location: <https://opendoorgroup.bamboohr.com/jobs/>

Commencement Date: ASAP

Status: Part-Time (0.8 FTE), Permanent

Salary: \$27.84 per hour (Grid 38, Step 1)

Work Area: Chase, BC

About Open Door Group

Open Door Group is a non-profit organization that has been serving communities across British Columbia since 1976. Today, we continue to provide tailored employment services to individuals and business to build strong workforce ecosystems and thriving communities.

As one of Canada's 2018 Best Workplaces, we pride ourselves on modelling a culture of authenticity and transparency. Our core values are based on the genuine belief that all individuals have the ability to succeed and are the drivers of their own success, and we aim to support lifelong learning and career success for the people we serve, as well as our employees.

Position Summary:

This position provides supervisory and administrative support as an on-site **team lead** for the Chase WorkBC Employment Services Centre, and its employees. You will be responsible for supervising two staff, who are Employment Placement Specialists, and ensuring the effective and efficient operations of the centre.

Open Door Group is contracted by the Provincial government to deliver WorkBC Employment Services in the Lower Mainland, Sea-to-Sky, and Kamloops. This position relates to delivering WorkBC employment services. Please visit www.workbc.ca for more information on the types of services they provide.

Key Responsibilities:

As the on-site Team Lead, you will be the primary liaison with the off-site Program Director. You are responsible for the performance management of staff, supporting the local team by managing schedules to ensure appropriate staffing levels, delegating work, providing feedback, assisting in determining training requirements, orienting new staff and maintaining time keeping and attendance records.

Other duties include performing or ensuring the completion of administrative duties for the program including developing and maintaining record keeping/filing systems, screening and prioritizing incoming materials, preparing reports and other administrative responsibilities as required by the Program Director.

The onsite Team Lead will also be responsible for coordinating the maintenance of the facility and its equipment, as well as researching and providing recommendations/input to the Program Director for decision making.

You may also be required to provide front-line services to clients. This could include:

- **Client Service:** Engaging and supporting clients from intake through to sustained employment. Includes evaluating client eligibility for programs and services, developing a realistic employment action plan, and providing coaching in employment-related areas such as work skills, job search skills, resume preparation, and interview skills. Also includes supporting access to necessary resources to support their journey to sustained employment and following up with clients once they have been employed to provide any needed post-placement support.
- **Employer Engagement:** Actively build relationships with local employers to match clients/candidates to job opportunities. Provide post-hire support to employers to promote the long-term employment placements of clients.
- **Administration:** Completing and maintaining accurate related records, documentation and reports on client and job candidates progress and employer activities. Liaising with the program funder and other stakeholders regarding relevant client information.

You will be expected to perform other related duties as assigned.

Required Qualifications:

- Diploma in Marketing, Sales, Business Administration or Community Social Service;
- Recent, related experience of three (3) years;
- Or an equivalent combination of education, training and experience.
- Experience in management or supervision of a team of employees is preferred.
- CCDP Certification considered an asset.
- Valid BC driver's license required and access to a motor vehicle.
- Must pass criminal background check.

Skills and Abilities

- Demonstrated ability to take on a leadership role and supervise people.
- Demonstrated ability and passion to establish positive rapport with a diverse profile of people including job seekers, employers, and community in general.
- Demonstrated ability to motivate/coach clients and staff to learn new skills and achieve positive outcomes.
- Ability to meet deadlines, manage a varied client load and work under pressure.
- Time management skills and the ability to prioritize; strong organizational skills a must.
- Advanced MS office and database skills; ability to learn and navigate online technology platforms.
- Knowledge of the local labour market trends and training/employment opportunities.

How to Apply

Please click the "**Apply for this Job**" button on this page, and follow the steps to enter your personal information and submit your resume and a cover letter explaining why you are suitable for the role. Please do not submit your application by emailing us.

Open Door Group values diversity and is committed to providing an inclusive work environment. We are looking for qualified individuals who represent, at all job levels, the diversity of the people we serve and encourage applications from Indigenous peoples, individuals of all genders and sexual orientation, origin and ethnic affiliations, disability, age, and religion.

We strive to ensure an accessible experience for candidates. If you require an alternative method to submit your application, please email us humanresources@opendoorgroup.org or contact us toll-free at 1 866 377 3670 and ask to speak with an HR representative.

Only short-listed candidates will be contacted. Thank you for your interest in joining the Open Door Group team!