

 **Triangle Community Resources Job Posting**

**Job Title:** Facilitator/Employment Coach

**Program:** Futures for Youth

**Hours**: 35 hours a week in office

**Location:** This position will be in our Maple Ridge and Abbotsford offices

**Competitive wages and benefits -** wage range between $27 - $31

**Summary**

The program Facilitator/Employment Coach will provide facilitation, case management and job development services to youth who struggle withbarriers to employment. Under the direction of management, and with the support of the office team, the Facilitator/Employment Coach will assess client eligibility, develop an individualized service plan, and monitor and coordinate all relevant interventions and community attachment services for each client.

**Scope of Position**

The Facilitator/Employment Coach will provide support based on individual needs, skills, and abilities of each client in a non-judgmental, supportive environment. The professional team in each office will work collaboratively with the client to move the client through intake/assessment, interventions put in place such as referrals to outside agencies and weekly 1:1 appointments with Facilitator/Employment Coach to mitigate barriers prior to workshop series. The Facilitator/Employment Coach will work collaboratively with each client independently to provide job development services and interventions based on client’s individual needs, skills, and abilities. This includes marketing clients to appropriate employers and arranging mandatory work experience as part of the program for clients.

**Duties include but are not limited to the following:**

**Facilitation**

* deliver prepared course material through a variety of instructional methods, such as role-playing, team exercises, group discussions, and multi-media presentations
* administer and interpret assessments to assist participants in their career exploration and decision-making process
* individual and group employment and personal development coaching and facilitation
* coordinate with potential employers to set up employer presentations and workshop experience opportunities for participants

**1:1 Case Management (employment coaching/counselling)**

* intake: assess potential clients’ eligibility for the program and provide program information to clients
* assist clients to navigate between programs and services
* create and provide realistic, detailed, action and solution focused individual personal plans/training plans with clients
* ensure strong knowledge of community resources for clients, providing referrals to outside supportive agencies on an ongoing basis as necessary
* identifying and arranging for any accommodations and supports necessary for the client to continue in training and employment
* maintain up to date documentation on each step of client’s progress within the secure case management database, including all financial and training supports provided
* coordinate and schedule required occupational skills training
* coordinate and schedule required work experience / wage subsidy opportunities
* maintain an excellent working knowledge of local labour market trends
* continuously support clients along employment continuum, while monitoring and tracking contractual milestones and outcomes

**Job Development, Marketing and Follow Up**

* work collaboratively with all staff to create and maintain database of potential employers
* create and maintain engaging relationships with employers, coordinating work experiences, wage subsidies and employment opportunities
* conduct employer on-site visits to ensure the best working conditions for current and future employers for work experiences and employment opportunities
* on the job support for clients during work experience and employment via on site visits, virtual meetings, phone and/or email
* assist with arrangements and participation of job fairs, employer meetings and community events
* maintaining contact with clients during work experience and during employment (bi-weekly) for a minimum of 12 weeks to provide job retention support
* ongoing marketing and promotion, recruitment and selection of participants, and preparation of materials and facilities including preparation and attendance at job fairs, community agencies for in person and virtual presentations about our programming
* maintain an excellent working knowledge of local labour market trends

**Qualifications**

* post-secondary degree or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education, or human resources management) or combination of education and demonstrated experience
* CCDP designation (Certified Career Development Practitioner) or RRP (Registered Rehabilitation Professional) designation or in process of being certified
* a minimum of 1 year experience facilitating to diverse groups of unemployed individuals (e.g. persons with disabilities, those struggling with addiction and/or mental health, survivors of violence, indigenous, visible minorities, older workers etc.)
* experience conducting and interpreting client needs assessments, coaching and mentoring clients, working with individuals with complex barriers and a broad range of cultural backgrounds
* experience building partnerships with community agencies, employers, and other stakeholders
* strong interpersonal communication skills; patience, tact, flexibility, and an ability to build rapport with clients and co-workers
* a working knowledge of existing programs and services, community resources, and local labour market conditions
* familiar with standard office equipment and skilled in the use of Microsoft Office software, including Outlook and Teams including facilitating virtual meetings
* current and satisfactory Criminal Record Check is a requirement

***\*Triangle Community Resources is committed to providing a safe, ethical and supportive work environment, offering opportunities for continuing skill development and an extended benefit package\****

Please send resumes via email to: louisa.johnson@triangleresources.com