



Position: Facilitator / Resource Advisor
Location: Vancouver Westside YWCA Employment Services Centre

Agora Employment Essentials¹ provides a diverse range of employment and professional development services in the Lower Mainland of British Columbia. Agora Employment Essentials has contracted with the YWCA in the South Vancouver and Westside WorkBC offices.

Summary

Under the direction of the Centre Manager, this Facilitator / Resource Advisor will provide primary facilitation services to the clients of the Vancouver Westside Employment Services Centre and assist clients accessing the self-serve resource area.

Scope of Position:

The Facilitator / Resource Advisor position reports to the Vancouver Westside ESC Manager, in addition to reporting to the Agora Employment Essentials Staff Supervisor.

Qualifications & Requirements:

1. Demonstrate a commitment to the mission and values of Agora Employment Essentials.
2. Three years of using facilitation skills (utilizing principles of Adult Education and Career Development theory) that meet the needs of diverse clients and achieves desired outcomes.
3. Ability to administer and interpret formal and informal career assessments.
4. Skilled in creating a variety of self-marketing materials for diverse clients (resumes, cover letters, etc.) and in engaging participants in proactive job search activities through role-playing, team exercises and multi-media presentations.
5. A degree in education, social sciences, social work or equivalent education and experience, preferably having earned the CCDP designation, or being eligible for it. MBTI certification an asset.
6. Understands and respects diversity and marginalized groups of people and appreciates that all people have the right to access services in their local community; with an ability to maintain client confidentiality.
7. A skilled communicator who initiates dialogue around important issues in the workplace.
8. Capacity to maintain a client focus in a performance-based model.
9. Demonstrates resilience, flexibility, a non-judgmental approach, enthusiasm and a reflective learning style.
10. Collaborates effectively in a multi-faceted and multi-agency team to deliver a comprehensive employment program designed to meet individual needs of clients.
11. Maintains composure and deals calmly and effectively with high stress situations.
12. Ability to coach clients in the use of technology to access employment supports and connect with employers.

¹ Agora Employment Essentials is a division of MCC Community Enterprises Inc., a company wholly owned by Mennonite Central Committee, British Columbia (MCC BC). MCC BC is a not-for-profit society with charitable status incorporated in British Columbia and forms part of the worldwide ministry of Anabaptist churches working in the areas of disaster relief, sustainable community development, justice and peace making. For more information about MCC BC and MCC worldwide visit <http://bc.mcc.org> and <http://mcccanada.ca>

Key Job Duties:

1. Facilitate the Employment Program of BC workshops; provide vocational counselling to guide, coach and support clients, and case conference with case managers regarding client progress during coaching sessions and workshops.
2. Support clients who are accessing self-serve resources to achieve labour market or community attachment including addressing any client barriers and building on client strengths, in a manner that supports self-sufficiency; referring them into case management where needed.
3. Connect clients in the Resource Room to resources in the community including EI and Trades Training supports; assist them in taking general career assessments and with basic job search supports.
4. Resolve computer issues in the resource room.
5. Track and enter data into the Integrated Case Management database, including booking clients into workshops, monitoring attendance, reporting client progress and milestones in order to maximize revenue.
6. Liaise with project partners, people in the community, and employers.
7. Administration and photocopying of workshop materials as required.
8. Provide input into team/site meetings to contribute to the effectiveness of the programming and client outcomes.

Scope of Position:

- The Facilitator/ Resource Advisor position reports to the YWCA Vancouver Westside ESC Manager, in addition to reporting to the Agora Employment Essentials Director.

Anticipated Start Date: ASAP

Application Process: Email Resume and Cover Letter to: John Dawson, Director, jdawson@mccce.ca

Closing Date and Time: October 16, 2017 at 8:30 am

Agora reserves the right to determine which, if any applicants will be contacted.