



North Shore Multicultural Society

Job Description

Position Title: Facilitator (.5; 17.5 hours/week)
Department: Employment
Program: NS ESC – Immigrant Services
Reports to: NS ESC – Immigrant Services Coordinator-Senior Case Manager

Summary

Under the direction of the North Shore ESC – Immigrant Services (NS ESC IS) Coordinator, the Facilitator develops employment and client-related workshop curriculum and materials, and facilitates employment-related workshops to clients, taking into consideration and utilizing adult education methodology and teaching techniques targeted to second language learners. This position is the primary facilitator for the delivery of workshops.

Duties

NSMS & ESC

1. Becomes familiar with NSMS programming objectives and client service philosophy, and understands clearly his/her role in achieving the goals and outcomes for the NS ESC IS
2. Works as part of a multi-faceted and multi- agency team to deliver a comprehensive program designed to meet individual needs of clients

NS ESC IS

1. Is responsible for reading the project proposal and contract and becoming familiar with the projects objectives, goals, and outcomes
2. Provides monthly statistics on participant workshop attendance as prescribed by the NS ESC IS Coordinator

Workshop Facilitation

1. Under the supervision of the NS ESC IS Coordinator, develops curriculum for, and instructs all workshops, utilizing teaching methods, technology and materials appropriate to the target client population
2. Facilitates dynamic workshops using experiential delivery
3. Develops and/or adapts workshops to meet client, labour market and government requirements, including BCEA compliance requirements
4. Provides any necessary coaching/feedback within the classroom

Administrative Duties

1. Prepares and organizes all workshop materials
2. Records workshop attendance and enters data into ICM for capture billables

3. Assists in developing and maintaining client files; documents and maintains counselling records and job-related information

Communication/Reporting

1. Keeps the NS ESC IS Coordinator informed on a regular basis (regularly scheduled meetings, reports, memos, etc.) as to client progress and achievement of outcomes; ensures the Coordinator is aware of any difficulties (e.g. barriers to achieving contractual outcomes) as quickly as possible
2. Maintains on-going communication with Case Manager/Resource Advisor around client concerns/attendance issues

Other

1. Attends and takes an active role in departmental and all-staff meetings
2. Performs other duties, as assigned by the NS ESC IS Coordinator

Qualifications

Minimum

Knowledge

Must have a good working knowledge of:

1. NSMS activities
2. Excellent knowledge of the local labour market and employment needs of immigrants (professional and non-professional)
3. Standard office equipment
4. IBM personal computer and software applications (word processing, spreadsheets, email, internet and databases)

Education

1. Degree and/or diploma in employment related teaching, adult education or appropriate combination of course work and experience; TESL certificate an asset

Skills

Excellent level:

1. Verbal and written communication skills
2. Developing and delivering experiential employment related workshops based on the needs of ESL/Adult immigrant clients, including cross-cultural components

Effective level:

3. Organizational skills
4. Instructional and classroom management skills
5. Sound judgment and initiative

Competent level:

6. Word processing skills
7. Utilizing appropriate mixed media in delivery of workshops; Spreadsheet and database software skills

Experience

1. Experience in working with immigrants specifically in the areas of employment-related facilitation within an experiential workshop context
2. Demonstrated flexibility in working with colleagues, clients, and community representatives.

Personal Suitability

1. Highly flexible team player, adaptable to changing priorities
2. Dynamic facilitation style
3. Willingness to keep abreast of current and future trends in employment, technological methods relating to employment content

Desired

1. BCCDP certification or working towards certification
2. Graduate degree in Adult Education



Position Specific - Additional Information

Start Date: March 29, 2012

Salary Range: \$25.20 - \$27.00/hour, dependent on experience

Work Schedule: 17.5 hours/week

Supervisory Role: N/A