

JOB DESCRIPTION

<b>Position:</b> Employment Services Manager	<b>Location:</b> Vernon
<b>Department:</b> WorkBC	<b>Closing Date of Posting:</b> February 22 <sup>nd</sup> , 2019
<b>Start Date:</b> March 2019	<b>Days/Hours of Work:</b> 40 hours per week

**Executive Summary:** The Employment Services Manager will strategically development systems to monitor and evaluate program delivery to ensure quality client service, contract adherence, and achievement of key performance measures set forth by the Ministry. Knowledge of policy, procedures and best practices in the sector will be key to developing staff teams and setting performance expectations.

The Employment Services Manager uses information from the areas of quality assurance, financial services and client feedback mechanisms to identify opportunities for improvement. S/he will liaise with local service providers, subcontractors, businesses, training institutes, government agencies and community members to understand the needs of stakeholders. Identification of opportunities in current and potential programing and services will be an important aspect of this role.

The Employment Services Manager will be responsible for the day to day management of Employment Advisors and Facilitators, but will work at the organizational management level to support policies and procedures that pertain to all staff within the organization.

Factors that affect service delivery such as staffing levels, building infrastructure, subcontractor support, IT and the professional development of staff will be managed together with the Management team to meet high standards of quality service and program implementation.

### Performance Competencies

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This is a Community Futures North Okanagan position that requires strong commitment to the vision, mission, and service delivery values of our organization. The position requires consistent demonstration of 10 competencies including effective Communication, Team Work, Problem Solving and Judgement, Adaptability, Client Focus, Innovation, Relationship Building, Self-Management, Service Facilitation, and Organizational Awareness and Commitment. All staff are expected to strive for and achieve the highest level within each of the competencies. Management will provide on the first day of employment a document that outlines behaviours and skills reflecting levels of achievement within each of the competency areas.

### Qualifications

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#### Education and Certifications

- Bachelor's degree in a related field and 3-5 years' of career development management experience
- Certified Career Development Practitioner (CCDP) certification is considered an asset

#### Experience

- Experience managing within provincial and federal employment programs
- Extensive experience of working with diverse client populations (i.e. youth, Indigenous People, persons with a disability, multi-barriered, culturally disadvantaged and older workers)
- Case management and comprehensive employment counselling experience

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- Previous involvement in basic human resource practices
- Demonstrated leadership skills and supervisory experience
- Previous facilitation, teaching and/or coaching experience
- Proposal writing experience an asset

### Specialized Knowledge

- Demonstrated working knowledge of all programs delivered through Community Futures North Okanagan
- Understanding of the non-profit sector related experience in working with government and private sector
- Demonstrated financial management skills an asset
- Extensive knowledge of national, provincial and local labour market including resources to source up to date labour market information
- Knowledge of the Employment Insurance and Income Assistance systems
- Extensive awareness of local employment and community service providers
- Understanding of career theory, case management and employment services principles and techniques
- Knowledge of employment associations, training providers and resources to support sector
- A keen understanding of personal and professional boundaries and ethical practices as they pertain to the career development sector

### Skills and Abilities

- Ability to analyze and evaluate the quality of service being delivered to clients
- Demonstrated teamwork, delegation, administrative, and decision making skills
- Demonstrated ability to think strategically and to provide innovative thought to challenges
- Ability to manage difficult situations in a respectful and professional manner
- Well-developed conflict resolution and de-escalation skills
- Effective presentation, public relations, oral, written and interpersonal communication skills
- Strong in strategic planning, organizing, financial management and control, policy development and administrative management
- Ability to take agreed upon tasks and assignments to completion
- Ability to function independently and under pressure while managing multiple concurrent projects and deadlines
- Ability to measure current performance and implement activities to meet targets
- Capacity to implement creative approaches to improve service utilization
- Ability to manage external contractors and contracts
- Ability to measure current performance and implement activities to meet targets
- Advanced skills in Microsoft Office (Excel, Word, PowerPoint and Outlook)

### Personal Attributes

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- Demonstrated ability to listen and reflect empathy without judgement or offering unsolicited advice
- Ability to cope effectively with a high level of demands and service expectations
- Demonstrates a high level of emotional intelligence and a high tolerance for ambiguity
- Excellent interpersonal, communication and presentation skills, both written and verbal
- Results oriented and oriented to continuous improvement

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- Teachable, curious and open to learning new ways of thinking and executing tasks
- Outgoing, friendly and approachable demeanor
- Proven ability to prioritize and adapt
- Time management skills to allow for effective multitasking
- Ability to work effectively in a fast-paced environment
- Proactive with strong organizational skills
- Excellent attention for detail and accurate documentation for work conducted
- Strong work ethic and desire to be successful
- Ability to develop dynamic teams
- Respect for and strong adherence to policies and procedures
- Ability to abide by confidentiality and privacy protocols

### General Tasks

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- Become familiar with and knowledgeable of the mission, values, priority structure, guidelines, operational plan, and processes of programming at Community Futures North Okanagan
- Maintain strong knowledge of other programs and funding sources available to clients
- Maintain strong working knowledge of funder policy, service eligibility and processes
- Conduct all activities according to Personnel and Administration Policies
- Ensure areas of responsibility are in compliance with all policies including privacy, health and safety, IT, confidentiality etc.
- Ensure the organization's IT needs are being met
- Follow a code of ethics and standard of service delivery required by industry, funders and Community Futures North Okanagan
- Follow procedures and utilize all appropriate documents associated with areas of responsibility
- Maintain skill levels for delivering services appropriate to expertise, training and experience
- Adjust programming and services to meet labour market demand, client needs, seasonality and the resources available
- Maintain strong networks internally and externally to ensure clients receive appropriate referrals and resources
- Build strong relationships with local service providers, businesses, training institutes, local government and other agencies
- Communicate with liaison staff from program and project funders

### Specific Work Tasks

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#### Program Design and Administration

- Co-manage the day-to-day affairs of the WorkBC Employment Services Centre by developing and implementing procedures that will lead to an efficiently run operation
- Plan, organize and implement systems that will ensure efficient client flow through Case Managed services
- Responsible for program design, service guideline development, implementation of activities and evaluative systems as they pertain to the WorkBC Employment Services contract
- Work with staff to coach, mentor, develop and train to ensure maximized and quality service delivery
- Research best practices and liaison with other WorkBC providers to seek out new services and approaches to service delivery

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- Support staff to have a strong working knowledge of policy, ICM, contract requirements and document work according to policy and service guidelines
- Ensure service delivery at subcontractor service offices are in alignment with contract, service guidelines and overall program requirements and philosophy
- Work with subcontractors to ensure capacity to fulfill contract requirements of service providers
- Analyze service gaps and opportunities to bring back to management team
- Coordinate service delivery in conjunction with financial information from the Financial Services Manager
- Work with management team to execute all proposed marketing activities
- Adjust programming and services to meet demand, seasonality and resources available
- Work with other service providers to understand their criteria and make sure program staff have correct and relevant information about the services

### Evaluation

- Use Quality Assurance reports, customer surveys and staff input to guide program development
- Develop an accurate information collection and reporting system for all qualitative and quantitative reporting as it pertains to client service, ICM documentation and service entry
- Monitor all program activities, ascertain their effectiveness, understand challenges and opportunities within each program area, work on behalf of staff to find client-focused solutions, and implement continuous improvements to the programs
- Monitor the needs of Client Inclusion Groups to ensure services are meeting client needs
- Ensure evaluation tools and processes are in place and consistent across catchment
- Provide regular review of ICM system to ensure proper policy use and documentation
- Coordinate all evaluation methodologies i.e. evaluation of program areas, client satisfaction surveys, third-party evaluation
- Ensure that services and supports are delivered according to program policies and internal procedures
- Complete and submit all statistical reporting on a monthly basis to Contract Manager

### Human Resource Management

- Assist with the recruitment, selection, development and evaluation of staff within the WorkBC Employment Services program
- Evaluate staff against their job responsibilities and develop training and development opportunities to ensure responsibilities are met
- Allocate and monitor work assignments of staff
- Build a team of staff who is client-centered service and focussed on continuous learning and development
- Work with staff in prioritizing and completing tasks
- Ensure all staff adhere to the model of service delivery as outlined by the WorkBC Employment Services contract, services guidelines, and Community Futures service indicators and policy
- Evaluate staff performance through regular work reviews and annual performance evaluations
- Provide regular coaching and development sessions to staff members
- Resolve Human Resource issues in a proactive manner consistent with organizational values and in alignment with the management team's goals

## Other Responsibilities

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### Quality Assurance

- Work with Quality Assurance Advisor and ISO Management Rep to identify training and coaching opportunities
- Develop and maintain instructions that support quality assurance and adherence to contract requirements
- Maintain knowledge and contractual requirements through regular review of policy
- Research best practices in related organizations to enhance service delivery
- Review client feedback and work with Management to set priorities and learning objectives

### ISO Quality Assurance

- Maintain strong knowledge of ISO standards and procedures
- Ensure compliance of standards and complete monitoring and reviews associated with controls of position and work responsibilities
- Monitor documents and processes associated to this position to ensure accuracy
- Complete document and process changes as required
- Report all continuous improvement opportunities (e.g. client suggestions or complaints) consistently and in accordance to controls and monitoring expectations

### Marketing

- Promote services to the general community and targeted individuals and groups
- Represent the organization's values at all times during work activities and when representing the organization
- Assist in the creation of marketing plans to strategically attract clients to underutilized services
- Support marketing activities as appropriate to position

### Application Process:

Please e-mail your resume, cover letter and references to [hrcfno@futuresbc.com](mailto:hrcfno@futuresbc.com). Please quote the position title in your subject line.