



**External Posting  
Labour Market Resource Specialist/Facilitator  
Greater Victoria**

GT Hiring Solutions 2005 Inc. is seeking to fill the position of **Labour Market Resource Specialist/Facilitator** under the WorkBC Employment Services Program in our Greater Victoria catchment. The estimated start date for this position is no later than April 1, 2019.

GTHS has been a leading provider of high quality employment services on Vancouver Island since 1994, with a mission to work to improve the lives of our Clients by helping them achieve their employment goals while delivering exceptional services. We do so by having fun, being innovative, and championing our team. Placing principles before profit, we are held accountable to the collective conscience of our team, partners and the communities in which we live and work. Openness, honesty, a respectful workplace, as well as a sincere desire to see people and communities grow are the underlying principles that drive all of our actions.

**Scope and Purpose**

The **Labour Market Resource Specialist** works collaboratively with the WorkBC Centre team to oversee a positive and meaningful client service experience in the Resource Centre and Self-Service services; including the participation in virtual and outreach services as appropriate. Additionally, as the 'in-house labour market expert', the Resource Centre Coordinator supports the Service Delivery Team and Clients by providing up to date comprehensive labour market information in support of the successful objectives and outcomes as defined by the WorkBC Employment Services Program.

The **Facilitator** works effectively, as an integral part of the Job Search and Retention team, developing curriculum and providing group and one-on-one facilitation to Clients on a wide variety of meaningful employment-related topics; specifically as it relates to Competency-based training which, as outlined in the WorkBC Employment Services Program, is designed to support eligible clients in their practical ability to learn and improve upon the knowledge and skills they will need to prepare for, attain and retain employment. This role also includes active and comprehensive involvement in the area of Cohort Programming. Ensuring a strong and ongoing connection with Clients and the full WorkBC Centre team, the Facilitator will ensure that curriculum is delivered consistently, professionally and effectively to in order to meet the needs of the Clients, as well as the desired learning objectives and WorkBC Employment Services program required outcomes.

**Required Minimum Experience, Knowledge, Skills and Abilities**

- Post-secondary degree, diploma or certificate in a relevant field (e.g., career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management)
- Two (2) or more years of related experience in the employment services, counselling or other support services industry

- Two (2) or more years of facilitation, coaching or instructing experience in an adult educational environment; including the development of curriculum (A relevant combination of education, professional experience and industry training that includes a minimum of three (3) years of experience may be considered.)
- Working towards or holding an associated relevant professional certification (i.e., CCDP, RRP, etc.) is preferred
- Current certification to support the delivery of various Short-Term Occupational Certificates including, but not necessarily limited to: Serving it Right, SuperHost, WHMIS, First Aid and the like would be preferred
- Capacity to effectively conduct and interpret Client needs assessments and employ exploration tools in accordance with individualized Client needs and abilities
- Demonstrated experience providing services and support to individuals with complex barriers, including barrier identification and resolution
- Extensive knowledge of job search and networking strategies
- Experience in, and the ability to, successfully coach and mentor Clients to gain effective job search tools and strategies;
- Demonstrated experience in the delivery of Competency-based training, including, but not necessarily limited to: 'Basic Life Skills', 'Essential Work Skills' and Short-term Occupational training programs
- Ability to build and maintain a network of partnerships with local employment and community agencies, employers, social service & referral programs, and other relevant stakeholders
- Excellent oral and written communication skills
- Proven ability to successfully work with and support individuals from a broad range of cultural backgrounds based on a sensitivity to and understanding of the unique challenges they may face
- Strong administrative skills and computer proficiency with specific emphasis on MS Office programs (Word, Excel, Outlook) and customized databases
- Alignment with and ability to display GTHS' organizational core values of: integrity, excellence, continued growth & development, compassion, partnerships and passion
- Multilingual (English plus French or another language) ability to communicate effectively with Clients, both verbally and in writing is preferred.

Please Note: A clear criminal record check and/or certified criminal record report including vulnerable sector check is mandatory from your local police department (can be dated within the past 12 months). Competitive salary and benefits offered.

Please respond by email with the position identified as **LMRS/FACVictoria** in subject line and attach a cover letter and resume outlining your experience and qualifications. Applications must be received by **4pm on Monday, February 4th, 2019**. Please send your application package to [hr@gthiringsolutions.ca](mailto:hr@gthiringsolutions.ca)