



WORKING TOGETHER FOR PROGRESS

Progress Career Planning Institute (PCPI) is seeking a Manager for the Employment Service (ES) Project

Reporting: Reports to and receives supervision from the President of PCPI

PCPI is a not for profit business focused organization that provides career development and employment related services to a diverse cross-section of individuals and businesses. Our work in the community includes research on workforce integration, delivery of the IEP Conference, a unique forum for internationally education professionals now in its 15th year, and Employment and Career Services. Our organization's success in delivering quality service is based on a business-like approach, supported by knowledgeable caring staff, user-friendly resources, community engagement and innovative programming.

Scope of the Position: To help us carry out our work we are seeking a dynamic and energetic individual to inspire, motivate and provide leadership to a professional team in a fast-paced environment, liaise with business and government leaders to address skills gaps, leverage opportunities to build capacity for the organization and the community. The position, although not limited to, will manage the day to day service delivery, monitor service and program trends, conduct data analysis, write reports, and proposals, liaise with diverse stakeholders, establish partnerships and assist with business development/new initiatives.

SPECIFIC ACCOUNTABILITIES

- Monitors employment service milestones - IOM and CAMS data input and uploading service activity data in EOIS-CAMS
- Compiles data for statistics and write Quarterly Status and Adjustment and Detailed Service reports as needed
- Organizes and maintains a broad range of up-to-date service delivery statistics and resources for proposals
- Conducts monthly case files' audit and EOIS-CAMs monitoring
- Ensures service providers and clients are surveyed on service satisfaction
- Assists with generating business development opportunities/ ideas, strategies and implementation

- Ensures that the service delivery teams are staffed with professional, knowledgeable and committed individuals
- Leads, provides support and encouragement to staff which empowers them to achieve their full potential
- Responds to staff issues and take disciplinary action when necessary
- Provides orientation and training to staff and ensures that they are equipped with the tools, and are knowledgeable on organizational policies, procedures and values and that they adhere to them
- Provides annual performance reviews with ongoing feedback to encourage continuous improvement opportunity for new learning
- Provides staff and senior management with program and community updates on a regular basis and conducts bi-weekly team
- Works collaboratively with executive assistant to develop service schedules
- Sources business development opportunities and writes funding proposals to assist the organization in expanding services to build capacity and meet community needs
- Assists in spearheading new initiatives and collaborate with senior management on performance management of existing projects
- Establishes service provider networks, and engage them in opportunities to develop strategies and activities for economic growth in the community
- Attends and participates in community events/meetings, associations, staff meetings

Other duties as assigned

Summary of qualification

A minimum of a university degree in Business Management and Project management or Social Science with five years' experience in a middle management position and possess:

- Experience working in a not-for-profit environment and knowledge of the Employment Service Model an asset
- Experience in leading and supervising staff/teams to achieve their best and in evaluating performance
- Experience in project management, problem solving and ability to develop and coordinate projects with minimal supervision
- Proven conceptual and analytical skills to anticipate and absorb complex performance management issues and trends in service

- Experience in data collection, analysis and report writing
- Experience in developing grant proposals with successful outcomes
- Superior judgment and political acuity
- Proven written and verbal communication skills
- Experience in MS Office and advanced working knowledge of EOIS-CAMs database
- Ability to work independently and as part of a team
- Experience in relationship building and maintaining networks
- Demonstrates strong work ethics and professionalism that complement the business standards of PCPI

Possess a valid driver's license and access to a vehicle

This is a full time contract position with good opportunity for renewal.

Please submit your resume and salary expectations to Bernadette Ferdinand-Shepherd at: shepherd@careerplan.net no later than February 28, 2018

In keeping with our commitment to diversity and cultural intelligence, we encourage applications from persons of all races, ethnicities, religions, and sexual orientations. We thank all candidates for their interest; however, only those whose skills match with the required competencies will be invited for an interview. Sorry, no telephone enquiries please.

Please note: *This position requires a car, and a police reference check is required prior to starting the position.*