

Progress Career Planning Institute (PCPI) seeks a dynamic Services and Outreach Coordinator- RIS

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 creation of the IEP Conference, a unique forum for internationally educated professionals now in its 15th year. 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. PCPI is seeking a savvy people person who is a whiz with computers and strong leadership and facilitation skills to join our team. The candidate must have a knack and love for writing, in-depth knowledge of the employment service industry and experience in social media.

Services and Outreach Coordinator

Position type: Full time contract

Location: Scarborough

Reporting to: the Program Manager

Experience: 4 years

Compensation: Salaried

Scope of the Position:

The position of the Services and Outreach Coordinator is accountable for leading a team of resource advisors, ensuring quality service, and for the achievement of measurable outcomes in accordance with contractual agreements between the funder and PCPI. The candidate will sustain and develop the company's voice across the industry and the city. As well, the incumbent will promote PCPI services to the community through blogs and various medium capitalizing on social media to promote PCPI. The incumbent will conduct data analysis that will be used to inform strategic decision across the organization. Further the incumbent will facilitate workshops and deliver presentations across the city to increase awareness of PCPI services, compose activity reports for the Resource and Information Service.

Responsibilities include:

1. Plan and execute an effective outreach plan to ensure the right clientele is targeted and reached
2. Recruit clients ensuring that the service is accessible to all job seekers and there is a steady flow of traffic to the centre
3. Supervise and provide leadership to staff in order to ensure development, consistency in service delivery and support
4. Perform staff planning and evaluations to ensure performance and development within the team to support the goals and targets

5. Conduct bi-weekly team meetings in order motivate and energize staff and to review outcomes and ensure policy and procedures are in accordance with service standards
6. Provide direction in the design and development of workshops ensuring that the various elements that foster experiential learning are incorporated and that delivery are within the timeframe stipulated by management.
7. Facilitate scheduled job search workshops that relay up-to-date job search trends and techniques; as well as deliver presentations within the community
8. Collaborate with management on the development of promotional materials including monthly workshops schedule, write updates on organization's webpage and use social media to effectively market the services
9. Manage external relationships and market the services to clients and community organizations using a variety of mediums in order to increase community awareness of the project and thereby increase client accessibility to the project
10. Compile and analyze data to support proposals and RIS activity reports in in a timely manner and in accordance with the contractual between the organization and funder
11. Identify gap in services as needed and make recommendations to management in order to enhance the quality of service
12. Review workshops and employment resources monthly to ensure that they correlate with current Labour Market trends.
13. Maintain an inventory of resources and monitor to ensure supplies are ordered in a timely manner
14. Mediate in staff / client conflict when arise and where possible provide a resolution that retains the integrity of all parties and or engage supervisor to find resolution
15. Maintain an organized and clean office environment that reflects the professional standard of the organization
16. Assist with development of proposal as needed to ensure sustainability of program, services and infrastructure
17. Participate in staff meetings and other duties as needed

POSITION QUALIFICATION

- A minimum of a university degree in Marketing/ Business Management, or Social Science with four years related experience in the not for profit employment sector
- Strong interpersonal skills, combined with supervisory skills leading a team from diverse backgrounds
- Strong analytical skills and experience with reporting and data analysis, patience, sensitivity, confidentiality and mature judgment
- Demonstrated leadership skills, inspirational and committed to career management
- Experience in marketing a valued asset
- Effective facilitation skills and practice that empowers participants to achieve their full potential
- Well developed communication (written and oral) skills, and creative problem solving skills that enables excellent report writing
- Innovative, self-directed, multi-task orientated with excellent organizational skills
- Experienced in social media as a marketing tool
- Experience blogging an asset
- Advanced Microsoft Office computer skills
- Resourceful supervisor and team player
- Proposal writing skills and asset

WORKING CONDITIONS

Typical office environment

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.*