



## Employment Opportunity

<b>Position Title:</b> WorkBC Contract Manager	<b>Position Number:</b> 2019-06
<b>Department:</b> Employment Services <b>Location:</b> 9860 Third Street, Sidney, BC <b>Reports to:</b> Director of Employment Services	<b>Days/Hours of Work:</b> Monday-Friday, 8:30 am to 5:00 pm, 37.5 hours per week (Days/Hours of work are subject to change)
<b>Salary:</b> \$59,000-\$65,000, commensurate with experience	<b>Posting Period:</b> Until filled
<b>Start Date:</b> As soon as possible	<b>Status:</b> Regular <b>Union:</b> Excluded

### JOB SUMMARY:

We are an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services, including providing training and supports to help job seekers improve employment readiness, find and keep work. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

The manager is responsible for the effective operations of the WorkBC storefront, satellite offices and sub-contractor offices within the geographic areas of the Saanich Peninsula and the Gulf Islands. The manager will supervise the front line service delivery staff, including sub-contractors by providing training, leadership, guidance and consultation. Within the parameters of self-serve, case management and case managed services, the manager will ensure consistent, effective and quality service delivery focused on achieving key performance measures outlined in the WorkBC contract and WorkBC policies.

### DUTIES AND RESPONSIBILITIES:

#### Service Delivery

- Oversee and monitor the day-to-day operations and service delivery of WorkBC
- Monitor contract performance against key deliverables and key performance measures
- If and as required, provide administrative support to the Director in developing action plans to meet or exceed key performance measures
- Monitor client caseload distribution among client advisors
- Provide technical assistance to employees regarding program, policies and procedures
- Co-chair monthly meetings
- Assist the Director in implementing a quality management plan by administering quality assurance and best practices to ensure program operational integrity
- Attend Ministry meetings with the Director
- Onboard new employees and sub-contractor employees onto government platforms (BCeID, Extranet & ICM)
- Oversee the collection, preparation and submission of closed client files to Ministry
- Participate in online education and webinars provided by Ministry

- Work collaboratively with the Director in supervising WorkBC activities of the Community Liaison Coordinator
- Provide information and support to WorkBC contractors and vendors to ensure optimum service delivery and adherence to WorkBC policies
- In cooperation with the Director, liaise with Ministry, service delivery sub-contractors, community resource agencies and personnel as required

### Human Resources

- Ensure all new employees and contractor employees participate in Ministry privacy training
- Oversee the orientation, training and mentorship opportunities for new WorkBC employees and new employees of subcontractors
- Provide administrative support to the Director in the completion of annual performance reviews and training plans for WorkBC employees
- Assist the Director to create and monitor individual team members' objectives on a quarterly basis
- Assist the Director in identifying, planning and implementing group employee training needs and strategies
- Supervise client advisors in the administration of duties to meet operational requirements
- Ensure employee scheduling adequately meets all program and client needs
- Work cooperatively with the Community Liaison and Director to develop and implement recruitment strategies to ensure service utilization and targets for client volumes targets are met
- Monitor ongoing ICM and policy training provided to new employees and employees of sub-contractors

### Reporting

- Provide direction to the Client Advisor - Policy and Training Coordinator re: preparation and submission of monthly project performance reports to Director
- Oversee the corrections and resubmission of returned invoice items
- Monitor ICM User Verification reports
- Support the Director to update annual Business and Business Recovery Plans
- Work with the Director in the preparation of ad-hoc reports required by the Director and/or Ministry
- Perform other duties as required

### QUALIFICATIONS/REQUIREMENTS:

- Post-Secondary education in related field (Certified Career Development Practitioner (CCDP) Designation or equivalent preferred)
- Minimum five years in a management /supervisory capacity in Employment Services, including managing a business
- Minimum three-five years' experience working with diverse Clients in Employment Services
- Minimum three years' experience working collaboratively with government contract funders, including contract implementation
- Demonstrated experience in building collaborative community relations
- WHMIS Certification (to be renewed annually)
- Clear Police Criminal Record Check

### KNOWLEDGE/SKILLS:

- Leadership skills

- Results oriented
- Critical thinker
- Strong analytical and research abilities
- Strong knowledge of ICM database and WorkBC policies
- Aware of current national and local labour market
- Superior communication skills
- Strong interpersonal skills
- Conflict resolution skills
- Teamwork and cooperation skills
- Computer Literate (Strong knowledge of Microsoft Office, especially Excel)

**WE LIVE SAFETY!**

The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

**APPLICATIONS:**

All interested applicants can [Apply Now!](#) quoting the position vacancy number 2019-06. Please note only those applicants who are selected to continue in the recruitment process will be contacted.