



## Regina Work Preparation Centre

### Job Title: Computer Facilitator

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#### **Job Purpose**

The Computer Facilitator will work collaboratively to deliver vocational services that utilize digital technology to ensure that participants gain the skills and experience to successfully participate in the labour market. They are responsible to deliver one to one and group computer skills training for individuals with limited computer knowledge and skill and career-related assessment and counselling that assists in navigating the online job search, self-marketing tools and career decision-making. Other service areas include the development and delivery of group programming, building skills and readiness across the employability dimensions and facilitating referrals to training programs, employment and educational opportunities and community resources.

#### **Primary Duties and Responsibilities**

##### *Organizational:*

- Commitment to working in a culture of change with a willingness to improve.
- Work with all team members to achieve the organizational mission, vision, mandate and strategic priorities.
- Actively participate in organizational strategic visioning and planning.
- Actively participate in organizational activities including community involvement, volunteering and/or resource development.
- Represent and promote the organization in the community through community and employer partnerships, and participation in stakeholder meetings and working groups.
- Utilizing program experience, knowledge, and evaluation, identify gaps in service, and present ideas for organizational growth to Program Manager.

##### *Professional Development:*

- Work with Team Lead to identify, understand, and monitor expectations, and strategies for successful outcomes.
- Actively participate in organizational professional development opportunities and evaluations.
- Stay current in organizational core modalities, practicing and integrating them into service delivery and team communication and support.

##### *Computer and Group Facilitation:*

- Develop and complete individual assessments with learners to determine the current skill set and identify areas in need of development and a learning plan to achieve skill development.

- Develop and deliver individualized and group curriculum and learning plans, programs, and activities for adult learners related to computer skill development and use of digital technology for educational achievement and career and employment pursuits.
- Work collaboratively with fellow team members to coordinate access to group interventions identified in individual action plans.
- Create a safe, interactive learning environment inside and outside the classroom.

#### *Vocational Counselling*

- Create and maintain a positive public space for all individuals accessing services.
- In collaboration with the Team Lead manage the computers, supplies, and tools (electronic and hard copy) required to deliver services, including but not limited to a job board, tools and templates, digital shortcuts, and links.
- Provide client-centered vocational services in a client-directed and priority brief assist format, which supports client acquisition of self-marketing tools, understanding of job search navigation, and an understanding of labour market information.
- Research, understand, and maintain knowledge of best practices in self-marketing tools, job search navigation, and labour market needs.
- Research, understand, and maintain knowledge of community resources and other support services available to participants from community partners and other agencies.
- Work collaboratively with fellow team members to coordinate access to, and deliver interventions identified in the participant action plan.

#### *Customer Service*

- **Speaking Skills:** Steer conversations toward a positive outcome with the use of positive language. Stays positive and turns problems into solutions to build quality service experiences.
- **Empathy:** Approaches each person to understand their emotions and point of view.
- **Adaptability:** Works directly in the public and requires the mental flexibility to respond to a variety of situations in a way that fits for each individual.
- **Communication:** Is approachable, professional, and upbeat. Is clear, confident, and practices active listening using reflections and reframing to gain understanding and demonstrate empathy.
- **Attentiveness:** Is fully present and respectful. Maintains eye contact, speaks clearly, greets every individual, and does a post-check-in at the end of each interaction. Offers compelling information that leads to conversations and additional services.
- **Self-Control:** Remains calm, patient, positive, and professional.
- **Takes Responsibility:** Strives to resolve the issue in a single interaction by taking responsibility for how the solution occurs.
- **Time Management:** Is attentive to the ebbs and flows of working in the public. Is organized and prepared to manage the priorities, regular requests, and the unexpected.

#### *Reporting and Evaluation:*

- Ensure the effective, efficient, and confidential collection, processing, and reporting of quality program and case files, reports, and information requirements.

- Prepare for, and participate in regular activity monitors and evaluations with Program Manager.
- Work with the team, team Leads and Director of Programs to evaluate the provision of programs and services for learning, growth, and development of yourself, your team, the program, and the organization.
- Understand and abide by organizational and governmental security regulations and protocols.

### **Knowledge, skills and abilities**

- Knowledge of adult education concepts and the ability to facilitate learning in a public space
- Knowledge of employability skills material and facilitation techniques.
- Knowledge of employment and educational programs
- Knowledge of career counselling theory and practice
- Knowledge of regional, provincial and global labour market needs and trends including the Future of Work.
- Ability to plan, organize and research
- Able to work effectively within a team environment
- Strong oral and written communication skills
- Proficiency in the use of digital technology:
  - Microsoft Office Suite
  - Databases
  - E-mail
  - Internet
  - Social Media platforms for navigating the online job search

### **Education & Experience**

- Post-secondary degree or certificate.
- Reality Therapy Certified or a commitment to pursue Certification.
- Motivation Interviewing and Stages of Change Training or a commitment to pursue.
- Minimum of two years related experience in career counselling and/or group facilitation, particularly in the human service sector and in community-based organizations
- Experience working with clients from various cultural, economic and social backgrounds
- A combination of education and experience may be accepted.

Reporting to: Team Lead

Position: Full Time

Compensation:

- \$47,497 annually
- Employer contribution to RRSP
- Extended health and dental benefits, Life, AD&D and Disability Insurance after 6 months.
- Scheduled day off every 3 weeks.

We are an equal opportunity employer with Human Resource practices that support the recruitment, hiring and retention of a diversified workforce.