

KIIKENOMAGA KIKENJIGEWEN EMPLOYMENT & TRAINING SERVICES



JOB DESCRIPTION

ECC Program Officer

February 2015

Purpose

The ECC Program Officer oversees the coordination of certain aspects of the organization's Indigenous Skills and Employment Training Strategy ("ISETS") projects, including planning, organizing, leading, and controlling program activities.

Scope

The ECC Program Officer is responsible for facilitating the program objectives as they pertain to clients, including planning, employment counseling, career development, support to trainees, and promoting employment to secure opportunities for First Nation members. In addition, the ECC Program Officer will work with each community's Employment Community Coordinator to ensure that community initiatives are being fulfilled (all Primary Responsibilities below also pertain to providing assistance to ECCs to complete these duties, where applicable) and continue to build the capacity of the ECCs in each community. The ECC Program Officer will also travel to the Matawa Communities to conduct applicable workshops for ECCs and First Nation members.

The ECC Program Officer will ensure that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions meet the relevant legislation, policies, and procedures.

Reporting to

ISETS Manager, Executive Director

Education

Minimum high school diploma; University or College degree/diploma preferred

Professional Designation

None required

Previous Experience

- 3-5 years experience in a related field
- Budget development and monitoring
- Career counseling

Knowledge, Skills, and Abilities

- Knowledge of relevant legislation and programming
- Knowledge of KKETS policies and procedures
- Understanding of Matawa First Nations Management
- Understanding of the Matawa region and the member First Nation communities
- Mathematical reasoning

Proficiency in Computer Use

- Word processing
- Spreadsheets
- Databases
- Email
- Internet

Personal Characteristics

- **Ethics:** Understand ethical behaviour and business practices and ensure own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization
- **Confidentiality:** Maintain strict confidentiality both inside and outside of the workplace
- **Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization
- **Communication:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Client focus:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Decision making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- **Leading:** Positively influence others to achieve results that are in the best interests of the organization
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Planning:** Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results
- **Problem solving:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem, often using creativity and innovative thinking
- **Energy:** Bring energy and enthusiasm to the workplace
- **Flexibility:** Adapt to changing scenarios and stimuli
- **Quality:** Focus on details and ensure all work is of a high standard of quality
- **Results:** Focus on achieving desired outcomes of all tasks undertaken
- **Accountability:** Be reliable, dependable, and accountable for personal actions
- **Coaching:** Coach and mentor others to help them develop both professionally and personally
- **Professional development:** Be driven to continuously improve professional knowledge and skills

Working Conditions

- The employee will have to travel throughout the region to various communities, during various weather conditions
- The employee may have to lift, carry, and manage various equipment and supplies
- The employee may have to spend long hours sitting to use computer or office equipment, or to attend meetings
- The employee may be required to work in an environment that is busy and noisy, with frequent interruptions and distractions
- The employee may be required to manage multiple tasks and projects at one time
- The employee may be required to work odd or long hours under stressful conditions at certain times to complete special requests or projects

PLAN THE PROGRAM

- Plan the delivery of the program and activities in accordance with the mission and the goals of the organization and the ISETS funding requirements
- Develop new initiatives to support the strategic direction of the organization
- Develop and implement long-term goals and objectives to achieve the successful outcome of the program
- Develop an annual budget and operating plan to support the program
- Develop a program evaluation framework to assess the strengths of the program and to identify areas for improvement
- Develop funding proposals for the program to ensure the continuous delivery of services
- Assist in the educational curriculum development in order to meet the needs of employment standards once delivered

ORGANIZE THE PROGRAM

- Ensure that program activities operate within the policies and procedures of the organization
- Ensure that program activities comply with all relevant legislation and professional standards
- Supervise training projects as assigned by the Program Manager
- Perform on-site visits on a regular basis and when otherwise required

LEAD THE PROGRAM

- Implement the ECC Workplan.
- Communicate with clients and other stakeholders to gain community support for the program and to solicit input to improve the program
- Liaise with other organization staff and community Employment Community Coordinators to ensure the effective and efficient program delivery
- Coordinate the delivery of services among different program activities to increase effectiveness and efficiency
- Provide mentoring and tutoring activities for the training projects where applicable, including on-site workshops in the Matawa communities.
- Identify barriers to employment and assist clients with such matters as job readiness skills, job search strategies, writing résumés and preparing for job interviews
- Provide employment counseling and career development support to clients

CONTROL THE PROGRAM

- Write reports on the program for management and for funders
- Write success stories from the ECCs and communities for newsletters, annual reports
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
- Input client data and maintain database requirements
- Conduct quarterly labour market analysis of the Matawa communities
- Monitor the program activities on a regular basis and conduct an annual evaluation
- Report evaluation findings to the Program Manager and recommend changes to enhance the program, as appropriate
- Assess clientele and recruit based on eligibility
- Assist and supervise walk-in clients
- Monitor Resource Centre activity

- Complete client follow-ups and submit to ESDC

OTHER

Perform other duties as required

Certification

The above statements are intended to describe the general nature and level of work being performed by the incumbent for this position. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

EMPLOYEE

I certify that I have read and understand the responsibilities assigned to this position.

Printed Name: _____

Signature: _____

Date: _____

KKETS MANAGEMENT

I certify that this written job description accurately describes the responsibilities assigned to this position.

Printed Name: _____

Title: _____

Signature: _____

Date: _____