Language Learning/Orientation Coordinator

Job Description

35 hours per week

Under the direction of the Programs Manager, the Language Learning/Orientation Coordinator (LINC initiative) is responsible for managing Programs related to the implementation and administration of the LINC Program.

With the support of the LINC staff team, the Language Learning/Orientation Coordinator will ensure the appropriate allocation of organizational resources, negotiate contracts with suppliers, manage Program budgets and ensure timely completion of all deliverables and reporting requirements in assigned Programs. The Language Learning/Orientation Coordinator will also contribute to strategic and operational planning, helping to ensure that the organization fulfills its mandate, goals and objectives.

POSITION DESCRIPTION:

The LINC Language Learning/Orientation Coordinator assists with the supervision of the LINC program. The incumbent will coordinate, oversee, and evaluate all deliverables outlined in the LINC Agreement. The Language Learning/Orientation Coordinator is responsible for monitoring services to ensure quality of delivery and maintains statistical records and data to ensure contract requirements are met.

PRIMARY DUTIES AND RESPONSIBILITIES:

PROGRAM CONTRACT COMPLIANCE

- Evaluate program goals and objectives in line with WEST's policies and procedures and LINC guidelines
- Ensure all monthly and yearly business targets/commitments are being achieved as contracted in the LINC Business plans and Funder Agreement
- Regularly analyze and monitor contractual goals and obligations, as well as the budget, to report progress and status and to recommend improvements for review, approval, and implementation
- Review, evaluate, update and submit HARTs reports on a daily, weekly, monthly basis as well as finalise monthly, quarterly and yearly reports

PROGRAM SUPERVISION

- Provide supervisory leadership to staff members and develop their skills and contributions through coaching, training, and performance management
- Delegate tasks commensurate with staff members' roles and responsibilities, assisting them by providing guidance, oversight, and development opportunities
Interact with management, support services, other departments, and administration to coordinate service offerings and ensure resources are being optimized.

- Develop and maintain effective working relationships with external contacts, represent WEST at meetings and events as needed, and act on the agency's behalf with community partners.
- Work instructors and facilitators to ensure optimum service in adherence with Customer Service Charter.

**CLIENT COUNSELLING**

- Interview clients to obtain vitals and refer to Language Testing Centre for standardized assessments to determine client interests, aptitudes and abilities.
- Maintain file case notes and appropriate documentation about clients’ progress and enter accurate client data into HARTs and update as needed.

**PROGRAM OUTREACH**

- Conduct, lead and participate in outreach to prospective clients, employers and community to promote WEST services.
- Participate in community activities and workshops.
- Liaise with job development services, facilitation team, information and resource team, government departments and other social, employment and community agencies on mutual clients as needed to facilitate clients’ progress.
- Required to attend monthly meetings, networking events after hours; local and out of town.
- Other duties as assigned.

**QUALIFICATIONS:**

Language Learning/Orientation Coordinator is accountable for services offered to clients by LINC program staff. Strong organization and leadership skills are valued, as are solid oral and written communications and interpersonal, collaborative skills.

The ability to work positively with staff, clients, volunteers, and others outside of WEST in the community is critical. Also required are:

- Bachelor's degree in business management, social work administration, or related discipline, or directly-related equivalent experience.
- 3-5 years related social services experience, including recent direct supervisory experience.
- Proficient computer skills, along with the ability to analyze data.
- Must possess an ability to review and understand government policies and contract regulations.
- Sensitivity to immigrants, women and under/ unemployed individuals.
- Demonstrated sensitivity to the principles of building effective teams.
- Exceptionally strong oral and written English and French communications skills.
- Proficient in the use of Microsoft Office, as well as email and internet skills.
- Strong research, organizational, and interpersonal skills.
- Ability to work independently, but also to work with teams.
other Requirements

- Familiar with community social services networks and knowledge of Ontario welfare system and supports
- Experience working with client databases is an asset
- Ability to work in an performance based system with a proven track record of meeting targets and outcomes is essential
- Familiar with privacy rights.
- Flexibility regarding assigned work hours and location

Apply in writing no later than Tuesday, October 25, 2011 with a cover letter and resume to:

WEST Hiring Committee
201-647 Ouellette Avenue
Windsor, Ontario   N9A 4J4

Fax: (519) 256-3963
careers@westofwindsor.com

WEST Inc. reserves the right to hire during the posting period. We thank all candidates for their interest; however, only individuals selected for interviews will be contacted. Due to the large volume of applicants, we regret we cannot confirm that our office has received resumes.