



## **Program Support Specialist**

### **Job Description**

Under the direction of the Program Coordinator, the Program Support Specialist will work with the Program Coordinator for the development and implementation of program delivery. The Program Support Specialist will conduct assessments to determine client suitability, make appropriate referrals both internally, and externally to community services, along with provide support to assist clients with achieving their goals.

#### **RESPONSIBILITIES:** *(include but not limited to)*

- Provide information about WEST programs and services and answer other general inquiries.
- Conduct one-on-one appointments with clients and register clients based on program eligibility.
- Assist with coordinating project related meetings with stakeholders, taking meeting minutes and the distribution of minutes.
- Collect and maintain relevant documentation that includes databases (internal and external), client files and forms.
- Conduct one-on-one meetings with clients for program eligibility and assessment.
- Assist with coordinating activities, events, workshops and training opportunities for participants.
- Facilitate workshops and presentations for clients and stakeholders.
- Administer standardized assessments to determine client interests, aptitudes and abilities.
- Assist with development and implementation of evaluation tools.
- Attend networking events in the evenings, community activities and job fairs (as needed)
- Conduct outreach in the community to promote WEST programs and services
- Participate as a WEST representative on community committees (as needed).
- Other duties as assigned

#### **QUALIFICATIONS & OTHER REQUIREMENTS**

- Post-Secondary Degree and/ or Diploma in Social Sciences, Education, or a related discipline, or directly related work experience.
- 2 to 5 years of experience working with individuals and facilitating groups.
- Knowledge of the labour market, workplace practices, job search strategies and techniques.
- Familiar with life skills, coaching and counselling.
- Strong communication (oral and written) and organizational, plus an ability to work well in a team and independently.
- Ability to multi-task in a fast-paced environment and meet deadlines.
- Proficiency in MS Office Applications; Word, Excel, Power Point, Outlook and internet
- Flexibility regarding assigned work hours and location



Women's Enterprise Skills Training of Windsor Inc.  
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Apply in writing no later than January 26, 2022 with a cover letter and resume to:  
[careers@westofwindsor.com](mailto: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.*

*(Accommodations available upon request)*