

1. IDENTIFICATION

Position No. 09-0505	Job Title Career Development Officer	Supervisor's Position Director, Career & Early Childhood Services	
Department Education	Division/Region Kitikmeot-CECS	Community Cambridge Bay	Location Cambridge Bay
Fin. Code:			

2. PURPOSE

<p>Main reason why the position exists, within what context and what overall results.</p> <p>Under the direction of the Director, Career and Early Childhood Services, the incumbent is an active member of a team responsible for the delivery of career development services and training programs which are designed to maximize employment and education opportunities of Northerners and enhance the economic potential of Nunavut. Programs and services include Career Counselling Services, Training-on-the-Job, Apprenticeship Training Assistance, and Financial Assistance for Nunavut Students, Income Support, Labour Market Benefits and Measures, and Literacy. The incumbent is also responsible for the support and promotion of Nunavut's Affirmative Action Policy for maintaining a working knowledge of other programs delivered by the department.</p> <p>Note: Each Career Development Officer will have specific Community and will be responsible to administer all programs listed above.</p>
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3. SCOPE

<p>Describe in what way the position contributes to and impacts on the organization.</p> <ul style="list-style-type: none"> - This position is located in Cambridge Bay and has regional responsibilities - This position monitors a budget, which varies depending on community assignment. Expenditure decisions in the programs can have immediate client impact. - The incumbent is required to liaise with other government departments, other career development officers, community governments and agencies <p>Program design and delivery can have a great impact on client well being.</p>
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4. RESPONSIBILITIES

<p>Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.</p> <ul style="list-style-type: none"> • Working closely with partner agencies and engaging in various needs assessment procedures to determine the career development needs of clients • Developing and delivering career counselling workshops using a variety of materials and media • Develop Career Development materials that are suitable for the target audience and making adjustments when necessary

- Developing and Coordinating workshops such as Resume writing, Interview skills, Career Planning, Preparation for Separation, Budget Management, Goal setting, Time Management, Stress Management to various groups including adult educators, school counsellors
- Coordinate, deliver and market workshops and arranging workshop delivery sites
- Compiling and providing statistical information provided by workshop participants for future workshop development
- Working with sponsoring agencies to determine follow up procedures with participants
- Maintaining a record of all participants and engaging a follow up procedures as required; maintaining a supply of complete workshop package for easy reproduction and, where necessary, delivery by other staff
- Working with other CDO's (regional and Nunavut wide) to refine and improve workshops and presentations
- Assisting clients to review present situation, personal resources and perceived needs
- Assisting clients to identify and clarify their strengths and obstacles to gaining suitable employment
- Providing guidance and support to clients to their career paths
- Assisting clients to develop employment, educational or wellness strategies for meeting their goals
- Employing appropriate print, video, or software resources to assist clients with this exploration process: administering aptitude, interest and values inventories or tests to help clients with this exploration process
- Providing clients with a clear interpretation of the results of the test, questionnaires', etc
- Ensuring clients are clearly informed as to agencies, institutions, support groups which might help alleviate individual barriers and referring where appropriate
- Guiding clients in the use of labour market information
- Assisting clients in developing a written Client Action Plan comprising career and/or wellness activities as appropriate
- Documenting and entering a Client Action Plan on the appropriate database
- Case conferencing with service centre officers, community agencies and employers to ensure an integrated approach to client development
- Providing general income support information to assist clients experiencing difficulties with their EI claims or Income Support
- Assisting clients to obtain, or in some cases arranging job shadowing opportunities, work experience activities, etc
- Preparing and delivering information sessions, groups counselling and workshops
- Monitoring and recording client's progress through the case management process and adjusting action plans through client collaboration as appropriate
- Maintaining a strict confidentiality of client information at all times
- Participating on community and territorial boards that promote training and education programs
- Ensuring compatibility of career development activities with secondary school programs

Promote, plan, administer and deliver human resource planning services based on Labour Market Information, prioritizing affirmative action/target group candidates by:

- Identifying and promoting opportunities within private and public sector which could be used to provide training to target group members

- Participating with internal/external committees and community partners to determine training and employment needs and providing relevant labour market information
- Recommending issues for further labour market information research
- Collecting and disseminating labour market information including availability of training and educational opportunities
- Liaising with hamlets and aboriginal organizations to coordinate and promote programs and service and identify labour market issues

Administer and deliver education, training, employment and preparation programs, federal benefits and measures program and provide work experience, education and entry/re-entry level training to clients by:

- Assessing proposals from employers and community groups
 - Negotiating and recommending terms of contract with employers
 - Monitoring and evaluating training contracts including reporting results to supervisors to ensure trainees receive high quality training
 - Reviewing accuracy of employer invoices and recommending contract payment
 - Assisting with the development of training plans and selection of trainees
 - Providing guidance and advice on training technique to trainee's supervisors
 - Maintaining and reporting accurate statistics
 - Counselling trainees and trainers as required
 - Evaluating viability of training plans and ensuring a suitable match between trainee and employment site
 - Terminating contracts when proven not viable
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- Reviewing for completion of financial assistance forms and providing educational planning counselling
 - Coordinating the delivery of federal benefits and measures programs to eligible clients
 - Administering client entitlement to contributions and grants

Develop strategies for and participates in the promotion of Career Service Centre activities, effect high community visibility and ensure distribution of career information by:

- Planning, coordinating and evaluating special events such as career fairs, conferences and workshops
- Deliver presentations to aboriginal organizations, community groups and the general public about the programs and services offered through the Career Centre
- Developing materials such as brochures and pamphlets to promote Career Centre activities
- Developing and delivering career workshops to the general public on such topics in occupational choice, resume writing, job search, etc
- Adapting and/or creating career resource materials to meet the unique cultural and educational needs of Nunavummiut
- Acting as a resource to other practitioners, and making recommendation to other regions on acquisitions of new resources and counselling methodologies
- Ensuring materials used and approaches adopted are appropriate to target groups

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge of:

- Local, regional, national and global Labour Market conditions issues
- Program Design, Assessment, Monitoring and Evaluation
- Department of Education programs and services
- The Canada Labour Code, Employment Insurance Act (Parts I and II) and Regulations, Income Support Act, Human Rights Act, Labour Standards Act, Fair Practices Act, Occupational Health and Safety Act, National Employment Service, Employment Equity Act, Access to Information Act, Privacy Act, Apprenticeship, Trade and Occupations Certification Act and Regulations
- Income Support, Financial Assistance for Nunavut Students, Child Day Care subsidies policies and regulations
- The Canada-Nunavut Labour Market Development Agreement
- The National Employment Service system (NESS) Job Order and National Job Bank systems
- Strong computer skills; familiarity with word processing (Microsoft Word), presentations (Power Point), database (CITRIX), spreadsheets (Excel), and communication (internet and HP Desk) software is required.
- Service contracts, grants and contribution regulations

Education:

- Diploma or Certificate in Career Development or Human Resource Management and two years experience in counseling or adult training
- Incumbent must have a minimum of one year's experience in developing, assessing, monitoring and evaluating training programs, workshops and presentations; reviewing policy and procedural documents; employment counseling; and preparing written reports.

Apprenticeship background or Journey certification.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.

Physical Demands

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements.

Most of the incumbent's time is spent in a sitting position working at a computer screen with opportunity to move about.

There is extensive travel with this position delivering workshops throughout the region-approximately 50 working days per year-often flying small air carrier.

Lifting and carrying workshop materials, A/V equipment, etc. when travelling and doing

workshops.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

Extreme weather changes will affect overall performance of position as a result of person needing to fly to communities and to visit job sites for program management purposes. This can place undue strain on person if weathered in our out of community.

Incumbent needs to have highly developed time management and organizational skills in order to deal with the high volume of client demands on a daily basis.

Sensory Demands

Indicate the nature of demands on the jobholder's senses to make judgement through touch, smell, sight and hearing, and judgement and accuracy.

Reflective listening and analysis of situation required in dealing with clients from a variety of cultural backgrounds. Computer work is required which may cause eyestrain. There are large quantities of information to organize and disseminate with much attention to detail.

Mental Demands

Indicate conditions that may lead to mental or emotional fatigue.

Client service delivery can be very stressful. Often client demands fall outside of program mandate and this must be explained to clients. Decisions often involve the allocation of scarce resources, which may result in negative client or community backlash. Regional coordination of service delivery can cause stress due to communication/travel problems, which are often out of the incumbent's control. Exposure to emotionally disturbing client-related experiences may cause stress.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature December 6, 2011 _____ Date I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

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