

Position Description – Team Lead (WorkBC)

Position Description

Position title	Team Lead
Location	BC – as indicated in job posting
Reports to	Centre Manager
Direct reports	Employment Resource Advisors, Employment Skills Facilitators, and other Centre staff as required.
External Partners	Ministry CAPA, Partner Agency staff, Partner Site staff, Community Partners
Travel requirements	As required

Position Purpose:

WCG team members are supported and expected to work as part of a team aligned with a shared goal of providing high-quality, person-centred and inclusive service to clients, employers, the community, and the Ministry. Each WCG team member uses strong communication, critical thinking and problem-solving skills. Each member shares their knowledge to work impactfully within a cross-functional team of WCG staff and service delivery partners responsible for excellence in client service. All team members are responsible for the quality of our face-to-face and virtual interactions for the promotion of WorkBC services, both in providing outreach and supporting community engagement activities to various locations in the catchment. At WCG, we are flexible, and agile, in prioritizing client service while ensuring contractual and policy compliance. This is reflected in our day-to-day tasks, our scheduling, and our support of one another. Strong, trust-based relationships, developed and maintained through mutual respect and caring, characterize our team.

In collaboration with the Centre Manager and Regional Manager, the WorkBC Team Lead is responsible for supporting the day-to-day Centre operations, including staff support, supervision, scheduling, resourcing, and providing oversight for accessible, strength-based client service eligibility and delivery. The Team Lead's responsibilities will also include providing EC case management support to WorkBC clients based upon operational needs while ensuring Key Performance Indicators (KPIs) are able to be achieved.

Success Measures:

Customer/Community Collaborator Satisfaction	- Review new registrants in OES ensuring they have quick access to case management services - Assist staff with assessing clients' needs using a strength-based approach to determine the quickest way back to sustainable employment
Operational Performance	- Help train and follow up with needs from any audits to ensure compliance is in place for policy and procedures - Help review and fix any data quality errors - Ensure all contractual requirements are met as per WCG and Ministry guidelines, including expectations for accessible and inclusive service delivery
WORK HEALTH AND SAFETY	

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For manager responsibilities, refer to the [WCG Workplace Health and Safety Policy](#)

Core Responsibilities:

Customer/ Partner Satisfaction	• Ensure strong, clear, and open communication while working with staff, leadership, employers, service providers, and community partners to support integrated service delivery • Maintain and ensure accountability is in place while implementing a person-centred, culturally safe and inclusive focus • Manage Client and staff concerns while finding win-win solutions
Staff Supervision and Support	• Supervise and support Centre staff with the day-to-day service delivery in the WorkBC Centre. Act as backup for Centre Manager as needed. • Encourage, guide, coordinate, and give structure for everyone in the team (WCG and sub-contractor staff) to support consistent, trauma-informed and participant-centred service delivery • Assist with all new staff recruiting, onboarding, and training according to the role requirements and WCG process • Assist with weekly staff meetings • Run weekly muster meetings in collaboration with Centre Manager • Provide feedback and coaching for the staff in real-time • Ensure staff are successful in their role, maintain retention, and a positive work culture • Assist with staff probationary and annual performance reviews in alignment with WCG's performance management framework • Responsible for one-to-one meetings with staff to help with coaching, training or case conferencing and then provide feedback to staff and update Centre Manager and Regional Manager • Provide support to the team members as related to building shared goals, problem solving, advising, coaching and feedback; be available to answer questions. • Create a day-to-day environment of strong cross-functional team performance, ensuring effective coordination throughout the team • Create and maintain a positive, inclusive and professional team atmosphere • Communicate and hold team members accountable to performance standards, provide feedback for all team members
Program Outcomes	• Facilitates and supports WCG and WorkBC's vision and goals, including meaningful employment outcomes for clients • Provide timely, clear, specific, detailed, successful acknowledgements to the team members and provide actionable performance feedback • Proactively identify performance issues and successes, and manage these appropriately in collaboration with the Centre Manager and/or Regional Manager • Help guide and support team members with their training plans and any 1-1 follow up as required to assist with Key Performance Measures (KPMs) and report any updates to the Centre Manager and/or Regional Manager weekly

Other duties as required, including going beyond the job description whenever necessary

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Capabilities and experience

Required Competencies

- Client Centered Approach - Strong Interpersonal & Communication Skills - Motivated by Win-Win Solutions	- Critical thinker & Problem Solver - Adaptable and flexible to change - People & Results Focused - Proven Leadership & Teamwork Skills
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Essential Requirements:

- Previous supervision experience
 - The Team Lead must demonstrate experience using strong leadership and communication skills in supervising a team of 10 or less
 - These skills should include the delivery of performance feedback and performance management practices
- Must successfully meet all criminal record processes as identified by both the Ministry and WCG
- Solid understanding of confidentiality and other professional codes of conduct
- Excellent communication, diplomacy, interpersonal, teamwork, problem solving and multi-tasking skills
- Computer software knowledge and skill at using Microsoft Office Suite

Preferred Criteria:

- Previous experience working in WorkBC or employment focused programs
- Knowledge of the local labour market, community resources, government social service programs, job search techniques, career development and issues related to the unemployed
- Post-secondary certificate, degree, or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education, or human resources management), preferred
- Preferred bilingual in French and English or a second language also considered an asset
- CCDP Preferred

WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

The Inspiring Leader	- The inspiring leader is a true role model of WCG values. - They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher. - They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.
The Winning Leader	- The Winning Leader sets, meets and strives to exceed KPIs despite obstacles. - They are responsive and adaptable to differing situations, people and points of view. - They are accountable to other to deliver results and look for growth opportunities.

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The Authentic Leader	• The authentic leader is confident, trustworthy, transparent and balanced. • They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent. • They act with integrity and fairness and demonstrate commitment to their team through lack of ego.
The Collaborative Leader	• The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy. • They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners. • They empower others to make decisions in times of rapid change.
The Courageous Leader	• They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return. • They don't require hierarchy to deliver results, they invest in people and their relationships. • The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

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