

# Position Description - Facilitator (Employment Ontario)

## Position Description

<b>Position title</b>	<b>Facilitator (EO)</b>
<b>Location</b>	Brampton/Mississauga, ON
<b>Reports to</b>	Regional Manager
<b>Direct reports</b>	N/A
<b>Travel requirements</b>	Weekly between Brampton and Mississauga Centres

## Position purpose

As a Facilitator, you empower individuals to build confidence and job readiness through tailored group workshops and one-on-one coaching. You play a vital role in helping clients overcome employment barriers and achieve sustainable, meaningful work. Your support is delivered both in-person and virtually, with a focus on equity-deserving groups including those on Social Assistance, newcomers, youth at risk, Indigenous Peoples, Francophones, and people with disabilities.

You will provide support to clients referred from teams of Employment Consultants and Retention Specialist by delivering one-to-one and group workshops to support clients improve their job readiness and progress towards goals outlined in their Employment Action Plans. You will develop a positive relationship with the clients, encouraging, motivating, and supporting them to achieve sustainable employment, and increase independence and self-sufficiency as appropriate. This will be delivered face to face and virtually.

## Success measures

<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>• Clients demonstrate increased confidence and preparedness for employment opportunities.</li> <li>• Stream B and C clients show measurable progress toward employment goals, including interviews and job placements.</li> <li>• 12–15 workshops delivered weekly across both sites with high attendance and engagement.</li> <li>• Training content remains relevant and responsive to client and labour market needs.</li> <li>• Build effective and positive relationships with clients, working collaboratively, and challenging them to identify and overcome any potential barriers preventing them from returning to work.</li> <li>• Work collaboratively with other members of the team to support their caseload into sustainable employment</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Documentation is consistently accurate, timely, and aligned with performance requirements.</li> <li>• Services are delivered in a manner that builds trust and promotes client dignity.</li> </ul>
<b>Customer/Collaborator Satisfaction</b>	<ul style="list-style-type: none"> <li>• Clients report 90%+ satisfaction in feedback surveys for workshops and coaching.</li> <li>• Internal staff report increased confidence and capability following training sessions.</li> </ul>

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	<ul style="list-style-type: none"> <li>Strong partnerships built with 3–4 new community organizations monthly to expand training reach.</li> </ul>
<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"> <li>Effective collaboration with Employment Consultants and Retention Specialists supports client success.</li> <li>Facilitator contributes positively to team culture and shared outcomes.</li> <li>Deliver services in a welcoming, safe, and professional manner, ensuring client privacy.</li> <li>Represent WCG with integrity and professionalism.</li> </ul>
<b>Financial Performance</b>	<ul style="list-style-type: none"> <li>Training and support activities contribute to meeting contractual performance targets and funding requirements.</li> <li>Efficient use of resources through strategic partnerships and streamlined delivery formats.</li> </ul>

### Key Responsibilities:

<b>Curriculum Development &amp; Training Delivery</b>	<ul style="list-style-type: none"> <li>Develop curriculum for in-person, virtual and self-paced workshops as required. Topics include job search training workshops, including resume writing, interview preparation, in-work etiquette, utilizing LinkedIn, digital competencies etc.</li> <li>Other job readiness training such e.g. planning to start work, budgeting (e.g., understanding the impact of moving from benefits to paid wages), travel planning and training, managing personal responsibilities such as childcare arrangements, BJO.</li> <li>Delivery of 12-15 employment related workshops a week, shared between both sites</li> <li>Coach a minimum of 10-15 clients a week on a 1-on-1 or group basis</li> <li>Conduct group-based information sessions and familiarize clients with tools and resources available.</li> <li>Facilitate and organize the provision of various short-term certificate and Essential Skills courses through effective partnerships with community organizations.</li> <li>Work with clients with additional learning needs, ensuring they receive the support necessary to succeed. Use WCG's Case Management System to ensure all documentation is accurate, up to date and submitted within set timeframes</li> </ul>
<b>Performance Improvement Initiatives</b>	<ul style="list-style-type: none"> <li>Stay up to date with best practices in employability training and continuously improve course content and delivery methods.</li> <li>Maintain high engagement rates by delivering interactive and impactful training sessions.</li> <li>Adhere to WCG's contract requirements, policies, and performance standards.</li> </ul>
<b>Communication &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>Work closely with job developers to understand their employer's needs.</li> <li>Identify and support individual learning needs, fostering people development. This will include mock interviews.</li> <li>Ensure participants are well-prepared for employment opportunities, providing them with the necessary skills and confidence.</li> </ul>
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

### Capabilities and experience

- Demonstrated proven experience in workshop facilitation, corporate training, or employment counselling/advising experience or a related field
- Working knowledge in conducting and interpreting client assessments; coaching and mentoring clients; working with individuals with complex barriers and a broad range of cultural backgrounds

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- Knowledge of the local labour market, community resources, government programs, job search techniques, career development and issues relating to unemployment
- Excellent documentation and report writing skills, as well as in interviews/assessments, professional resume writing, vocational counselling, and individualized goal setting and planning
- Solid understanding of confidentiality and other professional codes of conduct
- Able to effectively network to build and maintain effective relationships internally and externally
- An adept communicator with the ability to persuade, influence and listen to others
- Strong digital literacy in Microsoft Office Suite, and experience using technology in workshop delivery (e.g., Microsoft teams, webinars, etc.)
- Must successfully pass a Criminal Record Check

## Preferred Criteria

- 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)
- Experience in effectively and creatively connecting clients to employers based on mutual needs/benefits
- Certified Career Development Practitioner (CCDP) certification



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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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