

## Columbia College Position Description

<p><b>NOTE:</b>  <b>Must; Shall; Will:</b>  <b>Should:</b>  <b>May or Could; Can:</b></p>	<p><b>Clarification of Terms</b>          These words or phrases indicate actions or activities that are <i>essential or mandatory</i>.          This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.          These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.</p>
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<b>Position Title:</b>	CSSD Employment Specialist/Special Projects Lead
<b>Program/Department Name:</b>	Community Support Services Department
<b>Reporting to:</b>	a) Employment Services Coordinator – CSSD b) Director - CSSD
<b>Position Summary:</b>	<p>The Employment Specialist/Special Projects Lead is responsible for two distinct roles:</p> <p>Working under the supervision of the Employment Services Coordinator, assists individuals to prepare for, secure, and maintain competitive employment.</p> <p>Working under the supervision of the CSSD Director, assists or leads in the completion of project based activities for the Community Support Services Department.</p>
<b>Organizational Structure:</b>	The Employment Specialist/Special Projects Lead will work in a flat organizational structure consisting of two direct supervisors and a number of program peers. He/she will operate as autonomously as authorized by his/her supervisors.
<b>Qualifications and Experience:</b>	<p>This professional will normally have completed credit courses at the post-secondary level (a diploma or undergraduate degree in Community Rehabilitation or a related field is preferred).</p> <p>Committed to community inclusion, this experienced team player will be an effective communicator, possess strong facilitation, interpersonal, relationship and employment placement marketing skills, be detail oriented and highly organized, have a keen desire to learn and grow professionally, be open to change and have a strong work ethic. Experience in managing a caseload and working with individuals who may demonstrate challenging behaviors is essential.</p> <p>Project management training and experience is desirable.</p> <p>Requirements include current, valid Standard First Aid and CPR certification, CPI Non-violent Crisis Intervention training, a recent Police Information, Check, Positive and Restrictive Procedures training, and Abuse Reporting and Investigation Protocol training. Strong computer skills including Word, Excel, Outlook, as well as related educational and employment driven software are required. As this position requires extensive community outreach, a valid driver's license, vehicle insurance and vehicle inspection report where required by policy.</p>
<b>Roles and Responsibilities:</b>	For Columbia College to become successful, each of its customers (including staff and students) must succeed. To achieve this requires a clear understanding on everyone's part of his/her roles and responsibilities as well as a commitment to fulfilling said responsibilities.

## Professional Code of Conduct

Our success in the workplace is based on how proficient we are at utilizing our knowledge and skills and how effectively we conduct ourselves each day as professionals in satisfying the needs of our internal and external customers, and the goals of our organization. The following list describes many professional behaviours that can help us become more effective. The more skilled we become at applying each of these behaviours, regardless of our position in the organization, the more successful we will become.

### 1.0 Professional Approach and Ethical Behaviour

- 1.1 As a professional, demonstrates pride in their work and is honest, moral, ethical, honorable, trustworthy, and acts with integrity
- 1.2 Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others
- 1.3 Is reliable, responsible, accountable, loyal, engaged, and enthusiastic about their work
- 1.4 Is compassionate, caring, and finds meaning and fulfillment in their work
- 1.5 Tries to be constructive, pro-active, and acts as a protagonist
- 1.6 Contributes to a safe, secure, and environmentally-friendly workplace and world
- 1.7 Views adverse experiences as learning opportunities and recovers quickly from such experiences
- 1.8 Keeps personal bias out of the workplace, does not use profanity, and respects cultural differences
- 1.9 Dresses appropriately for the workplace in a neat, clean, and well-groomed manner
- 1.10 Contributes to the organization via volunteering, coaching, and mentoring others
- 1.11 Is active in their professional association (where appropriate)

### 2.0 Interpersonal Relations and Teamwork

- 2.1 Treats all individuals in an equal, fair, and just manner (does not label, or discriminate against others)
- 2.2 Is a good role model and synergistic team member who is personable, sociable, cooperative, collaborative, has a sense of humor, and is well mannered
- 2.3 Is considerate and sensitive to others needs and uses tact and diplomacy when required
- 2.4 Is respectful, courteous, and sincere (does not belittle, intimidate, or insult others)
- 2.5 Views each client, patient, student, customer, and coworker as a valued customer whose needs must be satisfied before they or their organization can succeed
- 2.6 Is available, approachable, and may develop close personal relations (avoids romantic situations)
- 2.7 Offers support, assistance, is flexible, and helps build a positively connected team and organization
- 2.8 Makes allowances for others mistakes by showing empathy, understanding, and forgiveness
- 2.9 Is open to constructive criticism, and takes responsibility for one's errors by apologizing, and correcting them
- 2.10 Avoids conflicts of interest and respects others' workspace and privacy (e.g. FOIP)
- 2.11 Seeks help from others and offers help to others to become more efficient and effective

### **3.0 Self-Concept and Confidence**

- 3.1 Projects a positive self-concept and feels internally confident, yet does not dominate interactions
- 3.2 Functions well in ambiguous situations
- 3.3 May assume responsibility and leadership when required yet remains humble and gracious at all times
- 3.4 Demonstrates self-efficiency by following through on commitments in order to achieve outcomes
- 3.5 Considers themselves equal to others and demonstrates such in their interactions

### **4.0 Communication**

- 4.1 Demonstrates effective listening, speaking, and writing skills
- 4.2 Helps to keep team members informed of changes in the department and/or organization
- 4.3 Develops more effective ways to improve verbal and non-verbal communication (e.g. tone of voice)
- 4.4 Respects others privacy and confidentiality (does not engage in gossip)
- 4.5 Maintains emotional control and encourages others to do the same
- 4.6 Deals with difficult situations and sensitive issues in a professional manner
- 4.7 Avoids engaging in disagreements and arguments in public. Seeks assistance when necessary.
- 4.8 Follows the organization's technology use policy

### **5.0 Life-Long Learning and Professional Development**

- 5.1 Continues to increase their knowledge and skills to become more competent (e.g. credit courses, workshops, seminars, conferences, professional books, journals)
- 5.2 Shares newly developed approaches based on leading edge research
- 5.3 Monitors changes and makes or recommends needed adjustments
- 5.4 Keeps informed about changes affecting their profession, department, organization, and industry
- 5.5 Acknowledges when they do not know something and seeks to increase their competence

### **6.0 Problem Solving/Decision Making**

- 6.1 Either individually or within a team, identifies work-related and customer-based problems/challenges
- 6.2 Helps others to view problems and concerns as challenges and even opportunities
- 6.3 Seeks input from those affected by work-related or customer-based problems
- 6.4 Is more effective when they actually identify the problem as opposed to a symptom
- 6.5 Assesses and analyzes problems by using such techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking
- 6.6 Objectively determines the most efficient and effective solution to each problem/challenge

- 6.7 Tries to make fair and just decisions that contribute to the common good
- 6.8 Effectively implements solutions in a timely manner
- 6.9 Monitors and evaluates solutions and takes further corrective action as needed

## **7.0 Creative Thinking and Innovation**

- 7.1 Is more creative by asking 'why' and more innovative by asking 'what if'
- 7.2 Takes calculated risks and is willing to recommend and/or initiate change

## **8.0 Negotiating or Conflict Resolution**

- 8.1 Identifies customer or employee issues when a conflict first arises by listening to and determining their wants, needs, and concerns.
- 8.2 Effectively uses conflict resolution and problem solving techniques
- 8.3 Effectively negotiates and helps others resolve issues in conflict by focusing on facts and not emotions
- 8.4 Turns to qualified professionals to resolve situations involving harassment, bullying, or violence

## **9.0 Organizational and Time Management Skills**

- 9.1 Practices one-touch policy by taking immediate action to solve simpler challenges (e.g. does not put paper, emails, etc. in piles) and develops a plan to take action on more complex challenges
- 9.2 Uses electronic calendar to plan regularly occurring daily, monthly, and yearly meetings and activities
- 9.3 Maintains an organized office, desk, files, documents, and working environment
- 9.4 Is prepared in advance for appointments and meetings (meeting etiquette)
- 9.5 Sets SMART individual and/or team goals by completing assignments, reports, etc. in an accurate and timely manner (does not procrastinate)
- 9.6 Lets others know if they are unable to meet a commitment, must change a priority, or needs help

## **10.0 Stress Management**

- 10.1 Maintains composure under pressure and draws on their internal strength to succeed during difficult times
- 10.2 Effectively deals with negative situations in a positive manner
- 10.3 Maintains a balance between personal and professional life
- 10.4 Maintains a positive, focused, and more productive environment by reducing negative stress

## **11.0 Leadership Style**

- 11.1 Effectively contributes to the organization's vision, mission, directions, goals, and Code of Conduct
- 11.2 Encourages others to adopt a positive leadership style (does not use threats or punishment)
- 11.3 Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale
- 11.4 Coaches, advises, mentors, and counsels others where appropriate

- 11.5 Motivates others to achieve their intrinsic and extrinsic rewards through recognition, praise, and where possible through empowerment
- 11.6 Brings out the best in others which helps them channel their energy and experience greater satisfaction
- 11.7 Seeks new opportunities or approaches that will increase customer satisfaction, respect, and loyalty
- 11.8 Networks with others outside the organization and builds relationships that will benefit the organization
- 11.9 Bases leadership practice on collective vision, beliefs, as well as professional attitude and values
- 11.10 Builds a sense of shared values that bind others to a common cause and/or direction
- 11.11 Encourages and promotes a culture based on trust and respect

## **12.0 Performance**

- 12.1 Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization, and as a result, also increases job security
- 12.2 Is committed to continuous improvement in the quality of goods/services their customer/patient/client/student experience
- 12.3 Contributes to the long-term growth and success of the organization by providing such outstanding customer service that current customers refer new customers on an ongoing basis
- 12.4 Firmly believes that only when each internal and external customers succeed, will they succeed

## **Specific Roles and Responsibilities**

### **13.0 Employment Specialist**

Working under the direction of the CSSD Employment Services Coordinator, the Employment Specialist is responsible for the following:

- 13.1 Being aware of, adhering to and providing services within established policies, practices, operational protocols, ethical standards and guidelines.
- 13.2 Managing a caseload of up to twenty individuals
- 13.3 Participating with the individual, and where appropriate their guardian and/or family to identify and document goals, including career goals in an Individual Service Plan.
- 13.4 Supporting each individual to accomplish their goals as documented in their Individual Service Plans
- 13.5 Developing and facilitating lesson plans designed to assist students in understanding how to secure and maintain employment.
- 13.6 Developing and maintaining strong employer relations for the purpose of securing work experience and job placements specific to each individual.
- 13.7 Assisting and supporting individuals and their employers in the establishment and maintenance of shared, respectful relationships with a view to valued inclusive roles and meaningful participation in the organizational culture.
- 13.8 Being aware of the individual's work environments and taking action to minimize risks and maximize participation/inclusion.

- 13.9 Understanding workforce issues and opportunities and assisting and supporting the individual with general access to and participation in the workforce.
- 13.10 Modeling socially appropriate behaviours and assisting and encouraging the individual to develop and maintain appropriate work connections.
- 13.11 Modeling the skill set required for each process that the individual is responsible for with a focus on quality, productivity and continuous improvement.
- 13.12 Assisting and supporting each individual to advocate on their own behalf.
- 13.13 Advocating on behalf of each individual when required and appropriate to do so.
- 13.14 Maintaining clear and objective records, and preparing required reports and other documentation.
- 13.15 Communicating in a professional, timely, accurate and respectful manner with individuals, families, guardians, staff and community representatives.
- 13.16 Working effectively in a collaborative, team-oriented environment.
- 13.17 Referring more complex situations to more experienced resources when appropriate.

#### **14.0 Special Projects Lead:**

- 14.1 Working under the supervision of the CSSD Director, the Special Projects Lead assists or lead in the completion of project based activities for the Community Support Services Department. Projects may include:
  - Auditing of all aspects of the service
  - Continuous improvement of services
  - Research into best practices in service provision
  - Expansion of services
  - Staff training and support
  - Staff performance evaluation