

Department	Position Title	
Workers' Safety and Compensation Commission	Youth Safety Program Coordinator	
Position Number(s)	Community	Division/Region(s)
97-9979	Yellowknife	Legal and Compliance

Division at the WSCC. Program Development and Stakeholder Engagement unit is responsible for the development, implementation, and evaluation of WSCC's programs, and additionally is responsible for WSCC's stakeholder engagement activities.

They will work closely with WSCC's Prevention Services unit, other WSCC divisions as required, as well as external stakeholders. The Youth Safety Program Coordinator will be asked to be proactive in developing the WSCC's contact lists for stakeholders interested in youth focused job readiness and safety programs, as well as businesses that regularly employ young workers.

## **RESPONSIBILITIES**

### **1. Provide direct program support to the participants of the Youth Safety Leadership Program (mentor and mentee).**

- Provide the main point of contact for the Program by monitoring Program emails, calls, general inquiries, and web submissions.
- Screen participant applications and support participants in completing applications with missing requirements.
- Maintain regular communication with program participants to ensure they have the needed support to meet deadlines and complete the Program.
- Monitor WSCC's online platform(s) related to Program participations. Responsibilities will be to answer questions, initiate conversations, remove inappropriate content, and create quizzes and polls.
- Maintain open lines of communication with participants and mentors.
- Notify participant of all upcoming milestones, missed deadlines, and points of accountability with the program.

### **2. Orientation and training support for both program mentors and participants.**

- Monitor and complete orientation checklist for both Program participants and mentors.
- Ensure each participant and mentor (and business associated with mentor) has completed the orientation checklist and has all relevant materials needed to support them through the process.
- Ensure Program expectations are clearly communicated to the participants and mentors through the relevant materials developed for these purposes.
- Organize regular check-ins with new Program participants utilizing the participant's preferred method of communication.
- Ensure student records are consistent and complete and maintain good records management practices and progress tracking.

### **3. Tracking and record keeping of overall program measures, including quarterly reporting on recruitment, retention, program processes and procedures, and emerging issues and trends.**

- Maintain program youth participant information records: contact, program status, deadlines and milestones, and other relevant information.

- Maintain program mentor participant information records: contact, sponsoring company and organization information, police background checks, reference checks, Safe Workplace Program Status, and other relevant information.
- Perform annual reviews with all program mentors to seek information on program improvement, and to maintain program standards.
- Monitor participant development, and identify and report potential participant struggles ahead of time to mitigate participant drop out.
- Compile quarterly data on: new enrollment, drop outs, overall engagement rate, and general feedback for program improvement.
- Perform exit interviews for participants who have completed or dropped out of the program.

#### **4. Participate in program evaluation and continued development.**

- Analyze quarterly data and feedback from reviews to extract main themes for Program improvement.
- Identify possible areas for expansion of resources, tool development, and process improvement.
- Participate in first year program evaluation.
- Draft a report for the annual review including “what we heard” feedback from all stakeholders, Program evaluation highlights, and suggested areas for improvement and development.
- Coordination with the Program Development Officer responsible for the Young Workers’ Program, to finalize the report and annual review material and create an action plan for improvements in the second year in the Program’s lifecycle.

#### **5. Participate in course promotion at events and special engagements.**

- Represent the WSCC at youth-specific trade show events.
- Represent the WSCC at Skills NWT and Skills NU events where appropriate.
- Direct stakeholder outreach to Nunavut and Northwest Territories businesses and youth organizations for the intent of creating program awareness and participation.
- Coordination with the Communications department on Young Workers’ Program promotion scheduling and content.
- Assist with the planning and set up of event and engagement preparation.
- Take part in and contribute to team meetings.
- Assist reporting and documenting of activities.
- Imitate and follow up with stakeholders with phone calls or emails as needed.
- Travel to communities may be a requirement of this position.

### **WORKING CONDITIONS**

Office work environment, and may be required to work offsite at trade show facilities.

### **Physical Demands**

May be requirements to participate in trade show set up and transportation of trade show materials.

### **Environmental Conditions**

May be required to work offsite at trade show facilities.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

There may be situations that are emotionally taxing when working with youth experiencing life challenges outside of the scope of the program.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of good client services practices.
- Knowledge of cultural safety and the history and culture of Nunavut and the Northwest Territories.
- Knowledge of youth programing best practices.
- Ability to use excel and word.
- Ability to use a range of computer skills and learn new applications and online platforms.
- Knowledge of safety legislation and career development.
- Able to work independently, employ strong time management skills, and prioritize responsibilities.
- Ability to communicate effectively through verbal and written communication.
- Ability to think creatively, problem solve, and identify opportunities.
- Ability to work collaboratively with others with strong interpersonal skills.
- Ability to record and report detailed information accurately and consistently.

### **Typically, the above qualifications would be attained by:**

Course work in Education, Occupational Health and Safety, or related disciplines, with two years related experience delivering programs in career development, or youth programming.

### **ADDITIONAL REQUIREMENTS**

#### **Position Security (check one)**

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

#### **French language (check one if applicable)**

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

#### **ORAL EXPRESSION AND COMPREHENSION**

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

#### **READING COMPREHENSION:**

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

#### **WRITING SKILLS:**

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☒ French preferred

**Aboriginal language:** Inuktitut

☐ Required

☒ Preferred