



Workforce Development and Industry Training

Workforce Development Coordinator

Job Description

April 2023

Purpose

The Workforce Development Coordinator is responsible for the project coordination of the Tourism SkillsNet North (TSNN) Initiative on behalf of Destination Northern Ontario (DNO) and will report to and take direction on a day-to-day basis from the Senior Coordinator, Workforce Development and Industry Training. DNO's Workforce Development Coordinator will work from the Sudbury office.

Tourism SkillsNet North has worked year-round since 2021, to solve labour and skills shortages in the tourism and hospitality industry. With multiple stakeholders and key players in the tourism and hospitality industry, the program identified tourism employment priorities and developed and delivered tailored training solutions to address specific needs of the industry across the north. Participants and job seekers will be enrolled in a free blended learning environment which includes virtual, instructor-led workshops and self-directed e-learning courses and be matched with an employer. The program also addresses tourism as a career awareness campaign to address the tourism labour gap.

The TSNN initiative will identify, qualify and train up to 400 potential employees and match them with employers and identified available positions within Northern Ontario's Regional Tourism Organization (RTO) 13, as well as Regional Tourism Organization's 7 and 9 tourism sectors. Qualified employers are eligible for a wage subsidy of up to 50% and potential employees and employers are provided relevant training.

The Workforce Development Coordinator will work directly with staff from Destination Northern Ontario (RTO 13), Regional Tourism Organization 7, Regional Tourism Organization 9, Ontario Tourism Education Corporation (OTEC), and Nature and Outdoor Tourism Ontario (NOTO), as well as additional partners and organizations engaged in the program.

Position Type

This is a one-year contract with an option to renew based on performance and budgetary considerations. The position is dependent on continued funding by the Ministry of Labour, Training and Skills Development.

Location

The Workforce Development Coordinator will work out of Destination Northern Ontario's Sudbury office.



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Position Summary

We are looking for an experienced Project Coordinator to facilitate the organization of Tourism SkillsNet North for RTOs 13, 7 and 9. The right candidate must have an encompassing background in all elements of project coordination, stakeholder engagement, people management and funder reporting.

Salary (anticipated)

\$64,000 - \$80,000 based on qualifications and experience.

Duties and Responsibilities

Implementation and Operations

- Project management including developing applications, work plans, budgets, engaging and managing subcontractors, tracking costs, reviewing analytical data and preparing reports for review.
- Acts as primary point of contact for all aspects of project.
- Coordinate the TSNN program, liaising with Destination Northern Ontario staff and partner organizations.
- Provide leadership to TSNN program design including program scope, objectives, standards, goals and deliverables.
- Plan and schedule project timelines and milestones.
- Provide training, technical support and guidance for staff, contractors and sub-contractors in implementing services reflecting adherence to the program objectives and its privacy policy.
- Ensure compliance with the programs privacy policy and the privacy provisions.
- Refine and maintain systems for tracking applications, sharing of information and tracking of data as necessary while also ensuring compliance with the programs privacy policy.
- Collect and share program information with partners ensuring compliance with the program's privacy policy.
- Support the Industry Communications Coordinator to develop and deliver communications and marketing for the TSSN program.
- Establishes and lead the TSNN steering committee and working group; schedule committee meetings, working groups and outline project activities and deliverables in shared platform.

Collection, Analysis and Reporting

- Lead the implementation, evaluation, and data analysis of the TSNN Project, and provides strategic recommendations to ensure efficiency and sustainability.



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- Collect and analyze project data and prepare quantitative and qualitative statistical reporting to the ministry regarding key outcomes.
- Present project goals, key deliverables and learning outcomes to the partners and DNO for knowledge sharing and resource development.

Administration

- Oversee expenditures and make budget recommendations.
- Identify resource requirements to support the program's operations long term sustainability and success.
- Assist with other workforce development initiatives such as NOTS and the WDIT Recovery Project where necessary.
- Other duties as required.

Qualifications

- Bachelor's degree in a field of one of the following: education, business, learning, management and/or technology, distance learning or equivalent relevant experience.
- Three years of experience in related field.
- Previous working experience and knowledge of non-profit sector.
- Good communication and interpersonal skills capable of maintaining strong relationships.
- Strong organizational and multi-tasking skills.
- Excellent written, verbal and presentation skills in English. Ability to communicate in French is an asset.
- Excellent analytical and problem-solving skills.
- Team management and leadership skills.
- Knowledge of Microsoft Office Suite (Outlook, Word, PowerPoint, Excel), Internet applications including, email and other software programs including various online meeting platforms.
- Demonstrate experience in managing and coordinating projects with multiple partners and stakeholders.
- Experience tracking, monitoring and presenting incoming data.
- Experience managing and tracking budgets.
- Experience reporting to committees.
- Diploma or Certificate in Tourism or related field is considered an asset.



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Application

Apply digitally to,

Senior Coordinator, Workforce Development and Industry Training
TEN@destinationnorthernontario.ca

by end of business day Monday May 15th, 2023.

For more information about Destination Northern Ontario or Tourism SkillsNet North visit,
www.destinationnorthernontario.ca or <https://destinationnorthernontario.ca/tsnn/>.

Interview accommodation is available on request. Destination Northern Ontario is an equal opportunity employer and practices accessible hiring practices.