



**Team Lead – Ogwehoweh Skills and Trades Training Centre (OSTTC)
Grand River Employment and Training
\$55,000 - \$75,000 dependent on Education and Experience**

Utilizing strong managerial and problem solving skills, the Team Lead – OSTTC is responsible for the management of Programs and Services Officers collectively for achieving strategic objectives that relate to all client services. The Team Lead – OSTTC will work along with GREAT and OSTTC to streamline processes, promote teamwork, and achieve organizational goals and objectives.

Qualifications required for the Team Lead – OSTTC position are as follows:

- **College Diploma OR University Degree in Business Administration or relevant Humanities field**
- **Three (3) to five (5) year's experience in a counselling capacity**

If you are interested, tell us who you are by submitting the following:

1. Cover letter stating how you meet the demands of this position
2. Up to Date Resume highlighting your unique qualifications, and
3. Three (3) work References (letters not required)

GRETI offers a competitive wage, group life and health benefits, defines contribution benefit plan, three (3) weeks' vacation to start, AND other non-required benefits!

Applications may be submitted to:

Human Resources, P.O. Box 69, 16 Sunrise Court, Ohsweken, Ontario N0A 1M0

Applications may also be faxed and emailed to (f) (519) 445-4777 or HR@greatsn.com up to 4:00pm on Friday September 27, 2019. Late applications will not be accepted.

GRETI is committed to accessibility for persons with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness and equality of opportunity in employment and training. We welcome all applications; preference will be given to Six Nations members to provide services for the Six Nations community; based on the need to provide professional services, only those applicants meeting the minimum qualifications will be contacted for an interview.



Position Title: Team Leader ~ OSTTC

Reporting Relationship:

Works under the supervision and direction of the Programs and Services Manager, and under the CEO, Employment and Training in the absence of the Programs and Services Manager.

A. PURPOSE AND SCOPE

The Team Leader is responsible for the management of Programs and Services Officers individually and as a collective for the purpose of achieving strategic objectives as they relate to client services. This involves coordinating, organizing, and evaluating the team's activities and making changes that will improve outcomes. The Team Leader will have shared responsibility of filling in for team members as required.

In support of GRETI's goal of providing quality services, the Team Leader shall continuously strive to improve operations and streamline work processes through efficient and effective service co-ordination, team commitment and the achievement of organizational goals and objectives.

B. CORE COMPETENCIES

- Accountability
- Creative and Analytical Thinking
- Critical Thinking
- Planning and Organizing
- Problem Solving
- Resource and Fiscal Management
- Results Oriented
- Leadership and Staff Management
- Mediation and Negotiation
- Understanding Group Dynamics

C. QUALIFICATIONS

The Team Leader shall possess a College Diploma or University Degree in Business Administration, or relevant Humanities field and three to five year's work experience in a counselling capacity.

The team leader shall be knowledgeable and possess skills in the following areas:

- Demonstrated capabilities including strategic planning, service analysis and managing client caseloads for team members
- A clear understanding of day to day operational requirements as it relates to quality customer service standards.
- Must be self-directed and able to work with limited supervision.
- Demonstrated ability to work in a team internal and externally to the organization.
- Ability to motivate team members to achieve high levels of performance.



- Understanding of societal issues and barriers to employment.
- Employment counseling experience.
- Excellent interpersonal and communication skills both verbal and written
- Ability to present and facilitate group discussions
- Demonstrated ability to make decisions and resolve conflicts.
- Knowledge of computers and various software programs.
- Ability to work overtime to meet deadlines and or emergency situations.
- Must be able to successfully pass a Criminal Records Check
- Must be willing to travel on occasion and a have valid driver's license

D. DUTIES/RESPONSIBILITIES:

The Team Leader shall promote GRETI's goals and objectives, maintain the level of professionalism expected by GRETI as outlined in the Policies and Procedures Manual, and uphold the ethics of the position. In addition, the Team Leader shall complete the following duties as required by the position:

Service Delivery:

- Maintain an updated Programs and Services Procedures Manual in consultation with other Team Leaders and Programs and Services Manager.
- Create and cultivate a team approach to service delivery and keep the team on track with realizing program targets and objectives.
- Organize team input and development strategies to ensure quality service delivery.
- Establish performance targets and motivate staff to achieve targets.
- Ensure that the team abides by the established standards of service.
- Organize and facilitate team meetings that lead to clear decisions.
- Strive for team consensus during team meetings.
- Work in coordination and consultation with the other Team Leaders to discuss strategy and ensure a fair and equitable caseload.
- Be knowledgeable of the GRETI Board Ends and be creative on how to achieve those Ends.
- Exhibit effective work practices with internal and external customers.
- Analyze client data and, in consultation with the team, makes changes to policy, spending and targets when necessary.
- Approve client assessment and employment plans prior to implementation.
- Facilitate the resolution of problems among and between staff members.
- Familiarize the team with client needs, coordination of stream line work process and procedures with not only client service delivery but all other departments both internal and external customers
- Ensure deliverables are prepared to satisfy fund requirements



Marketing and Promotion:

- Monitor and develop partnership activities with organizations; including but not limited to private and public employers; government agencies; and organizations that will assist with the development of demand driven skill development and sustainable employment opportunities for clients.
- Develop and maintain relationships with other business, associations, industry and government officials that are in the best interest of GRETI
- Oversee the design, marketing, promotion, delivery and quality of programs, products and services and social media

Financial Accountability:

- Facilitate, oversee and monitor program expenditures and contract negotiations made by team members
- Ensure accountability of program expenditures and timeliness of contract payments
- Prepare, track and monitor program budgets
- Analyze and provide reporting on the daily, monthly and annual key performance indicators with regard to the team.
- Adhere to policy and procedures to ensure deadlines are met and timely submission of financial and narrative administration requirements
- Ensure accurate data input to validate and justify program expenses and statistical outcomes.

Customer Service:

- Manage the morale in the department by setting and demonstrating a strong business ethic for dealing with clients, co-workers and the public
- Handle Customer enquiries and complaints which are addressed to the team
- Analyze the Customer's concern and present options to solve issues
- Measure and monitor key customer service

Human Resources and Office Administration:

- Recognize exceptional top performers, celebrate team and team member performance and accomplishments
- Encourage creativity within the staff and promote the organizational culture as one that is inclusive and team oriented along with instilling the cultural values of the Onkwehonwe.
- Evaluate staff performance and complete yearly performance evaluation for all team members
- Serve as meeting chairman in collaboration with Team Leaders and Programs and Services Manager (or CEO, Employment and Training)



- Prepare an annual work plan
- Provide a monthly report to the Programs and Services Manager (or CEO, Employment and Training).
- Complete statistical and narrative reports and other administrative documents as required by funders.
- Ensure client information is input accurately into GRETI's case databases as required.
- When required, research occupational trends and skills demands.
- Provide employment counseling supervision of individual team members.
- Ensure that team members are aware and abide by all GRETI policies and procedures.
- Ensure the team has the necessary training and tools they require to assess, counsel, place and monitor clients.
- Approve staff overtime and leave requests.
- Other related duties as requested

Quality Management:

- Assist to identify ways of maximizing the use of financial and human resources.
- Maintain logs in relation to Administration, Programs and Services and Quality Management.
- Participate in the following training provided for Quality Management
 - Quality Planning,
 - Flow Charting,
 - Writing Policies & Procedures,
 - Internal Auditing and
 - Corrective/Preventative Action.
- Assist with introducing the new systems and procedures for Employees.
- Monitor the application of Quality Management systems and procedures.
- Identify areas for improvement and recommend revisions to systems and procedures as they relate to the organization.

ORGANIZATIONAL RELATIONSHIPS

With Services Team and Management:

The Team Leader has a direct reporting relationship to the Programs and Services Manager and is responsible to the entire team in terms of collective efforts to secure and sustain employment for clientele. The Team Leader shall develop a working relationship with other Team Leaders and other members of the management team individually and collectively.



With other staff:

Provide assistance and support to GRETI Staff in a respectful, courteous, cooperative manner fostering a teamwork approach.

AUTHORITY

The Team Leader has the authority to move team members into other team positions as required and/or to recommend replacement of a team member who is not performing tasks to the highest degree of efficiency and effectiveness on behalf of the client.

The Team Leader has the authority to resolve disputes among team members utilizing the grievance process.

The Team Leader has signing authority as outlined in the Services Team Manual.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Team Leader will spend approximately 75% of his or her time in an office setting and 25 % travelling to meetings and working overtime when required. The physical demands for the above include: standing, sitting, walking, lifting, and carrying, reaching, handling, kneeling, crouching, and bending.

Non-physical demands are as follows. The noise level in the work environment is usually quiet to moderate. The nature of the position may expose the Team Leader to a moderate level of tension and anxiety due to deadlines and the competing needs and demands for the limited financial and human resources. The position can expect frequent change of tasks, working closely with others as part of a team, and frequent tedious exacting work.

