

Education Training and Awareness Consultant; Community Program Consultant

Occupational Family/Code – Program Consultation: CAE, CCP

Profile created: 2001 12

Profile updated: 2006 10

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Career Services Information Officer (CSIO)

CSIOs actively engage learners, job seekers and employers when they contact (via the phone or in person) the Career and Employment Services office. They provide information, answer questions about programs and services, and assist in the identification of needs. They help people learn to help themselves in accessing print materials and internet information, writing resumes, looking for work, applying for jobs, posting jobs and finding workers.

CSIOs also provide workshops and information sessions and make referrals to community agencies and partners.

Career and Employment Consultants (CEC)

CECs counsel individuals one on one and in group settings who are looking for work, changing careers, or starting their own business. They interview clients to obtain employment history and educational level; they assist the individual in identifying interests and values; and, assess the skill level of the individual against the opportunities and demand of the labour market. CECs also provide information and facilitate group sessions on programs and services that assist individuals in developing and following a plan to achieve their career goals.

CECs work with employers and agencies in the community to facilitate training and employment opportunities for clients. This can involve the negotiation of contracts and the development of service arrangements that are then monitored and evaluated.

Manager, Career and Employment Services

Senior level positions provide leadership and management in the delivery of career and employment programs and services. This includes responsibility for human resource management, maintaining effective liaison and communications with a diverse group of stakeholders, and developing integrated approaches to service delivery with a variety of partners and organizations.

Managers are actively involved in resolving issues, problem solving and trouble shooting with both clients and staff. Managers also oversee program budgets and administrative resources.



Senior Community Program Consultants

Provide leadership and management in the delivery of a provincial program. This includes the responsibility for developing a provincial strategy; representing the ministry/agency at Federal/Provincial/Territorial meetings; developing and/or evaluating programs; guiding the direction of education/training and research and providing support to the Provincial Advisory Bodies. Supervisors are actively involved in managing and directing their staff, overseeing program budgets and administrative resources.

Personal Care Homes Program Consultants

The personal care home consultant provides approval and co-ordination of the licensing of personal care homes within a geographical area. This includes reviewing and approving building and renovation plans and financial plans of new or existing homes. It provides consultation/advice to personal care home providers, Regional Health Boards and other stakeholders on issues such as delivery of care or occupational health. This could include identifying and developing training strategies, monitoring mechanisms and policies.

Emergency Health Services Program Consultant

The Emergency Health Services consultant provides leadership to Saskatchewan Health, Regional Health Boards and other health providers in the development and administration of Emergency Health Services programs. The position is responsible for policy and standards development; accreditation initiatives such as educational requirements for Emergency Health Care Programs and administering the Ambulance Continuing Education Program. It provides consultative services on related acts such as the Ambulance Act and Regulations. It represents the ministry on provincial committees, e.g. Provincial 9-1-1 initiative, ambulance reporting system initiative and S.I.A.S.T.-Science Educational Advisory Committee.

Problem Gambling Program Consultant

Provides leadership in the development and evaluation of effective problem gambling prevention and early intervention strategies. This is completed through the development of partnerships among government ministries, regional health authorities, the gaming industry and special interest groups. It oversees the provincial communication plan for problem gambling and intervention by designing posters, brochures, bus boards, billboards, newspaper advertisements, community directory inserts, radio advertising and public service announcements. Through consultation, the position identifies and delivers training modules for all stakeholders.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of legislation and policy relevant to the program. **(Learn)**
 - Knowledge of other government ministry mandates, programs and services related to the industry. **(Bring)**
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Theories/Principles

- Knowledge of the basic principles of adult learning. **(Learn/Bring)**
 - Knowledge of theories and principles related to the industry. **(Learn/Bring)**
 - Knowledge of multi-cultural beliefs, values, perspectives and issues in the area of governance and jurisdiction with a particular emphasis on First Nations and Metis issues. **(Learn)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisors only/Learn)**
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Technical

- Knowledge of the current labor market initiatives/information. **(Bring)**
- Knowledge of methods/theories/approaches related to client assessment and/or career counseling. **(Bring)**
- Knowledge of human resource management principles and practices. **(Learn/Bring)**
- Knowledge of computer hardware and software applications. **(Learn/Bring)**
- Knowledge of community resources and services. **(Bring)**



- Knowledge of terminology and methodologies related to the industry. **(Bring)**
 - Knowledge of trends and issues related to the program. **(Bring)**
 - Knowledge of the principles of adult learning. **(Bring)**
 - Knowledge of computer hardware and software applications. **(Bring)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/ developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to verbally, and in writing, communicate information to a variety of audiences that persuades, convinces, builds support, educates and promotes understanding. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, accurate, empathetic...

- Ability to plan, develop, evaluate learning materials and facilitate learning sessions at a level appropriate to the audience. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, respectful, supportive...

- Ability to ask relevant questions to obtain and document pertinent information used to assess relevant circumstances. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, respectful, patient...

- Ability to listen, accurately comprehend and appropriately respond clearly and sensitively to staff and stakeholders to gain relevant information. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, supportive, non-judgmental...

- Ability to mediate, negotiate and use diplomacy to investigate complaints and resolve difficulties in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: collaborative, assertive, diplomatic...



- Ability to record and organize information in a clear, concise, accurate and timely manner which allows others to understand. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, tactful, accurate...

- Ability to accurately interpret and clearly articulate policy, directions and sensitivities. **(Learn)**

Personal attributes which may link with this skill statement include: focused, accurate...

- Ability to provide advice and guidance to a variety of audiences that persuades, convinces, builds support, educates and promotes understanding. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, responsible, motivated...

Leadership

- Ability to fairly and objectively recruit, select, train and/or monitor personnel in accordance with governing policy, to achieve stated goals. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: client focused, respectful, motivating...

- Ability to lead, coach, guide and provide objective performance feedback to employees and/or others to develop their skills, enhance job performance, taking into consideration their priorities, workload and skill level to ensure compliance with expectations, responsibilities and standards of work performance. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: motivating, non-judgmental, understanding...

- Ability to conceptualize / develop / negotiate / implement / monitor / evaluate and adjust projects and/or services and/or programs taking into consideration changing priorities and resources to achieve project/program goals. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: understanding, proactive, outcome focused...



- Ability to establish and maintain a network of community contacts with a diverse range of individuals to obtain and exchange information and resources. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: non judgmental, empathetic, respectful...

- Ability to recognize, assess, mediate and resolve conflict involving staff to ensure continued productivity. **(Bring)**

Personal attributes which may link with this skill statement include: motivating, outcome focused, supportive...

- Ability to constructively lead, influence, encourage and advise others to negotiate a mutually acceptable solution or formal agreement. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, supportive, outcome focused...

- Ability to coordinate and provide leadership and guidance to panels of experts/working groups/committees in the development and delivery of programs and services. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: collaborative, client focused, assertive...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination. **(Bring - Supervisors only/Learn)**

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to identify and assess relevant data, trends and opportunities, consider a variety of options, then determine and implement an appropriate course of action. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: positive, accurate, outcome focused...



- Ability to refer clients to appropriate community resources in response to their needs. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: outcome focused, client focused...

- Ability to recognize, assess and mediate conflicts involving colleagues and stakeholders to ensure continued productivity. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: respectful, positive, responsible...

- Ability to accurately identify relevant needs and issues, concerns or problems, generate various options and alternatives and determine and implement an appropriate course of action. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, innovative, adaptable...

- Ability to develop and implement innovative strategies that ensure compliance. **(Learn)**

Personal attributes which may link with this skill statement include: client focused, outcome focused, assertive...

Interpersonal

- Ability to consult and collaborate with colleagues and stakeholders to establish partnerships / obtain, exchange and confirm information / establish and maintain agreements / identify solutions/develop and maintain standards. **(Bring)**

Personal attributes which may link with this skill statement include: understanding, responsible, empathetic...

- Ability to tactfully and respectfully interact with people who may be anxious or frustrated to provide information. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, supportive...



- Ability to develop an open, honest collaborative working relationship with a diverse range of individuals. **(Bring)**

Personal attributes which may link with this skill statement include: honest, client focused, understanding...

- Ability to interact empathetically with people who may be angry, confused, rude, upset, difficult, hostile or dangerous to calm them, provide information and clarify concerns. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, patient, courteous...

- Ability to work collaboratively with First Nations, Metis organizations and other interest groups or stakeholders. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, diplomatic, non-judgmental...

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisors only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...

Team/Independence

- Ability to work independently, and participate and work cooperatively with colleagues and others to meet client and ministry goals and objectives. **(Bring)**

Personal attributes which may link with this skill statement include: outcome focused, motivating...

- Ability to use tact and diplomacy, participate as a collegial and cooperative member of the team in support of the operation and goals of the office. **(Bring)**

Personal attributes which may link with this skill statement include: respectful, team player, responsible...



- Ability to work independently and as a team member with other individuals and organizations to meet client and program needs. **(Bring)**

Personal attributes which may link with this skill statement include: outcome, focused, responsible, self-motivated...

Organizational

- Ability to plan, prioritize and balance diverse and conflicting workload pressures, taking into consideration task complexity, frequent interruptions and deadlines. **(Bring)**

Personal attributes which may link with this skill statement include: outcome focused, client focused, multi tasking...

- Ability to plan, develop and deliver information sessions and workshops to meet client and ministry needs. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: outcome focused, client focused...

Analytical

- Ability to accurately interpret, evaluate and apply appropriate program information to make recommendations on policies and agreements. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, responsible...

- Ability to synthesize information and ideas to develop projects/services/information sessions / workshops. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: client focused, accurate...

- Ability to collect, assess, interpret and thoroughly analyze complaints, identify issues and concerns and develop potential options and solutions. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, innovative, accurate...



- Ability to gather, understand, synthesize and evaluate information to develop policy and enhance programs. **(Bring)**

Personal attributes which may link with this skill statement include: proactive, self-motivated, out-come focused...

Technical

- Ability to create written, verbal and visual materials and generate queries and reports using a variety of applications and equipment. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, outcome focused...

- Ability to accurately file, retrieve and maintain hard copy/electronic files in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: accurate, outcome focused...

- Ability to accurately perform a variety of mathematical applications to calculate and balance financial information. (i.e.: audits, payroll, assessment). **(Bring)**

Personal attributes which may link with this skill statement include: accurate, outcome focused...

- Ability to read and understand structural drawings to ensure they comply with legislation. **(Learn)**

Personal attributes which may link with this skill statement include: accurate, responsible...

- Ability to identify, develop, implement and monitor budgets/financial plans to ensure the financial integrity of the project. **(Learn)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...



- Ability to accurately enter, format and access data using computer software programs, i.e. Word, Outlook, Excel, PowerPoint, Paradox. **(Learn)**

Personal attributes which may link with this skill statement include: accurate, attentive to detail...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioral examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Education, Training and Awareness Consultant; Community Program Consultant include:

To Be...

- client focused
- respectful
- adaptable
- patient
- positive
- proactive
- independent
- assertive
- diplomatic
- tactful
- objective
- equitable
- supportive
- self motivated
- empathetic
- accurate
- non judgmental
- multi tasking
- courteous
- team player
- cooperative
- welcoming
- open-minded
- responsible
- honest
- understanding
- attentive to detail
- outcome focused
- innovative
- motivated
- collaborative
- flexible
- accommodating individual differences

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