



## Job Posting

### Project Lead: Double Take NEXT

#### Full time, 7-month contract

Yonge Street Mission (YSM) is the vibrant, local Christian development agency that is leading an infectious movement - going beyond meeting immediate needs by offering holistic programs and a pathway that can transform the lives of people living with poverty in Toronto from merely surviving to thriving.

Since 1999, YSM has offered retail employment opportunities through its Double Take Thrift Store social enterprise in Downtown Toronto. Double Take has successfully delivered on its mandate to link retail employment opportunities to work outside of the enterprise; Double Take NEXT seeks to build on its success by introducing a workforce development approach that provides demand-driven training and job placements through a network of partner organizations. This project seeks to better understand the profound challenges that employers face, and identify strategies to address those challenges. Working with our retail partners, we will collectively construct an overarching strategy to match well-trained individuals experiencing multiple barriers to employment, with decent jobs paying living wage and advancement. The outcome will be a seamless employment pathway which connects retailers to the human capital that exists in the communities served by YSM.

The primary responsibility of the Project Lead will be to lead research into the sector and leverage learnings from other sectors and intermediaries as we seek to develop a strong retail strategy. The successful candidate will also support the YSM Workforce Development team in partnership development activities. The successful candidate will have experience and insight into sector-based research and workforce development exposure, as well as a proven strategic mindset.

### Responsibilities:

#### Primary responsibility: Research

- Articulate a research strategy that clearly outlines the scope, methodology, and objectives of the project. Methodology should include primary (e.g. human subject interviews) and secondary (e.g. literature review) research approaches
- Conduct research to deepen YSM's understanding of Toronto's retail sector, including: the challenges employers face in recruiting and retaining good talent; statistics and trends of the sector; the anticipated impact of emerging technologies like automation and artificial intelligence on the future of work
- Produce a final research report that 1) synthesizes research on retail industry landscape, 2) makes recommendations on effective short, medium, and long-term workforce development approaches, and 3) identify policy initiatives with potential to raise the floor, build career ladders and reduce the precarity of work.
- Draw on research findings to develop resources useful for service delivery, including 1) occupational profiles outlining characteristics and skills required for specific positions, and 2)



training materials, including sector-specific technical skills (customer service, cash management, and inventory management) and applicable life skills (financial empowerment and literacy, workplace etiquette and basic literacy)

**Secondary responsibility: Partnership development**

- Work with Workforce and Business Development Supervisor to devise an outreach strategy that engages retail industry stakeholders (e.g. employers, advocacy groups, training institutions) in the planning and implementation of workforce development activities
- Work collaboratively with the workforce development team (e.g. job developers, Double Take Manager) to advance partnerships with existing industry stakeholders and pursue leads
- Develop communication materials – including presentations, strategy briefs, and promotional flyers – that clearly articulate YSM’s workforce development approach

**Qualifications:**

- Demonstrated experience conducting original research in an academic, professional, or community setting
- Familiarity with quantitative and qualitative research methods required; familiarity with community-based and/or action research approaches an asset
- Experience with workforce development, human resources, and/or employment services initiatives in nonprofit, for-profit, or institutional settings
- Strong writing and editing skills; able to create content appropriate for both academic and non-academic (e.g. industry) audiences
- Strong verbal communication skills; experience promoting ideas to diverse audiences (e.g. in a sales context) a strong asset
- Strong facilitation skills: able to coordinate focused conversations among diverse stakeholders, including those with contrasting interests
- Advanced knowledge of Microsoft (i.e. Word and Excel) and Google Suite software; knowledge of quantitative and/or qualitative data analysis software (e.g. NVida, MAXQDA) an asset
- Experience designing and delivering adult education curriculum an asset
- Comfort working in a drop-in environment serving diverse populations, including people in crisis who may exhibit corresponding behaviors

**Deadline for Application: May 24, 2019**

**Starting Date: Immediately**

*Send resume and cover letter in confidence to: [esjobs@ysm.ca](mailto:esjobs@ysm.ca)*

Resume and cover letter should articulate your alignment with the above qualifications, and why YSM’s values, principles of faith and mission uniquely resonate with you.

While we appreciate all responses, only candidates under consideration will be contacted.

Learn more about YSM at [www.ysm.ca](http://www.ysm.ca)