North Vancouver Island Aboriginal Training Society

ORIENTATION AND ADMINISTRATIVE MANUAL

NVIATS
North Vancouver
Island Aboriginal
Training Society

Purpose

- To provide an overview of the Goals, Structure, Programs, and Administrative Procedures of NVIATS
- To illustrate the steps of Program Delivery, and the Roles of Board members and staff
- To consolidate Job Descriptions, and existing Personnel Policies and Procedures with other administrative materials
- To provide easy Access to Resource and Reference materials, including contact names and addresses

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1. Organizational Structure

A. NVIATS Mission Statement
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1.A NVIATS MISSION STATEMENT

NVIATS is a community driven organization assisting all First Nations people to achieve self-sufficiency by endeavoring to deliver the highest quality training and employment opportunities in the North Vancouver Island Region.

1.B GOALS

The goals of NVIATS are:

- To provide training and employment opportunities for all our peoples within the region.
- To commit to the principle of equal access to status, non-status, on-reserve and off reserve First Nation organizations.
- To customize and promote effective programs and policies for our people within the region to meet present and future needs.
- To achieve aboriginal control over training employment initiatives which are outside the Society's responsibility.
- To implement a process for delivering, monitoring and evaluating training/employment initiatives.

1.C Clients/Organizations Served

Geographic Location:

North Vancouver Island is defined as the area north of Qualicum to Port Hardy, and Alert Bay (including Kingcome Inlet, Gilford Island, and Village Island).
To accommodate geographical locations, NVIATS has two offices:

Main Office: Campbell River

Sub-Office: Alert Bay

Eligible Sponsors/Clients:

Clients served include all people of First Nations ancestry residing in the North Island, regardless of Indian Act status or reserve residency. Organizations include First Nation Bands, Tribal Councils, and First Nations affiliated service organizations.

To meet the requirements of an 'eligible sponsor', First Nation organizations must be:

- Legally established (incorporated)
- Not-for-profit (First Nation businesses should be applying under First Nations)
- Within the service area of NVIATS
- Approved by the Board of Directors

Metis organizations have training budgets from HRDC. Groups/persons who identify themselves as Metis are encouraged to apply to training organizations whose mandate is to assist Metis peoples.

1.D. Set-up of Society, Office & Board

Funds are flowed from HRDC through a funding agreement with the : 'North Island/Nuu-chah-nulth Tribal Council Aboriginal Management Society' (a legally incorporated umbrella group which includes NVIATS and the Nuu-chah-nulth Tribal Council or N.T.C).

NVIATS has an agreement with the N.T.C. and is incorporated under the Societies Act.

Funding Agreement: Aboriginal Human Resources Development Strategy - B.C. First Nations Contribution Agreement

From July 1, 1999 – March 31, 2004

Policy and Administrative Roles:

NVIATS Board ⟸⟹ **First Nations/Aboriginal Groups**

⇓ ⇑

Manager

⇓

Administrative Assistant ⇐ ⇒ **Program Officers** ⟸⟹ **Client Service Officers**

The Board is the legal entity responsible for NVIATS. There are six (6) board members representing the northern and southern areas, and the two Tribal Councils, of the NVIATS service population.

See Appendix I for Board contact names and numbers.

1.E Staff Roles

Manager:

Human Resource Management:

Recruitment and selection process for hiring of staff; direct and supervise staff in the performance of their duties; staff appraisals, and coordination of a team approach for the delivery of NVIATS programs.

Financial Management:

Development of mechanisms for the management and reporting of Program allocations.

Determines the annual budget for CRF programs, office administration, EI programs, Child Care and any other initiative and presents these budgets to the Directors for review.

Prepares options for the Board of Directors regarding any slippage of EI funds.

Implements Board Decisions:

Through discussions with the Directors, the Manager develops the agenda for each board meeting and provides recommendations on action to be taken.

The Manager oversees and manages Program Evaluations, Public Relations, and Liaison with outside agencies.

Program/Client Service Officer:

- Assists Sponsors with Developing Training Proposals
- Provides Information Workshops on Programs
- Assesses Proposals for Manager and Board Review
- Prepares Training Contracts
- Monitors Contracts
- Tracks Client Employment Outcomes for Contact IV

Client Service Officers carry out the above tasks, but focus upon meeting with individual aboriginal clients to discuss employment goals and training plans.

Meeting with individual clients is referred to as the **'Walk-in'** process where Client Service Officers facilitate employment counselling and related training goals.

Administrative Assistant :

Reception/Secretarial:

Receives incoming inquiries, including calls, faxes, and mail. Directs clients to appropriate resource staff. Arranges Board meeting schedules, including travel if required. Takes minutes for Board meetings; organizes filing system for project information and correspondence.

Bookkeeping/Financial Operations:

Pays invoices; deposits receivables; posts receivables and payables to the general ledger; balances project spreadsheets to the general ledger monthly, and prepares for yearly audit.

Payroll: Calculates and prepares payroll, including income tax, health and pension documents. Records staff attendance/holidays.

Project Delivery:

Receives proposals; monitors initial procedural requirements and financial file activity.

2. Overview of Program Delivery

A. General/Background
B. Program Types
C. Descriptions/Explanations

2.A General/Background:

All programs target employment training, and include one or a combination of the following goals:

To Obtain Employment
To Maintain Employment
To Address Employment Barriers

Programs are delivered by one of two ways: 1) Call for Employment Training Proposals by eligible First Nations and First Nation Organizations; 2) Aboriginal individuals applying for training funds or related assistance (known as 'Client Walk-In Program').

The Call for Proposals is set once a year, usually before the start of a new fiscal year. Quality and cost effective proposals are recommended for funding approval. The Walk-In process is year round, subject to budget availability.

2.B Program Types:

Training programs can be classified according to *funding type:*

Employment Insurance (EI Programs)

Consolidated Revenue Funds (CRF Programs)
-Mainstream Employment Training -Child Care Program -Disability Program Funding -Youth Funding

EI funds are administered according to Employment Insurance legislation and have specific policy and legal criteria.
CRF funded programs are more flexible, and the funds are similar to a federal grant.

2.C Program Descriptions/Explanations

Program Listing by Type of Funding
CRF Programs

EI Programs
Youth Programs
Child Care Funding

Program Listing by Type of Funding

CRF $	**EI $**
• **Job Development**	• Job Creation Partnerships
• **Job Opportunities**	• Training Purchases
• **Work Based Training**	• Targeted Wage Subsidies
• **Purchase of Training**	• Self Employment Assistance
• **Project Based Training**	• Employment Assistance Service
• **Youth Programs**	• Walk-In Client Program
• **Child Care Program**	
• **Disability Funding**	
• **Walk-In Client Program**	

CRF Mainstream:

Explanations: Boxes marked with an ‘X’ include eligible program costs.

	Wage/Allowance	MERC	Training Costs	Overhead
Job Development	X	X	X	X
Job Opportunities	X		X	
Work Based Training			X	
Purchase of Training (P.O.T.)			X	X
Project Based Training	X allowance	NA	X	X
Youth Programs	X	X	Internship Youth Program	Internship Youth Program

MERC or Mandatory Employment Related Costs includes CPP, holiday pay, EI, WCB, & income tax where appropriate.

Trainee wages are up to $8.00/hr. Employers may top-up the wage; NVIATS maximum allowable is $8.00/hr. Project Supervisors may receive a rate that reflects prevailing rate (normally up to $20.00/hr).

NOTES: Child Care and Disabled Funding Programs

The Child Care Funding Program was transferred to NVIATS by HRDC and it is administered as it was under the BC First Nations Child Care Society. There are 3 daycares funded, and no new monies for further day care operations. NVIATS acts as a ‘funnel’ to the 3 Day Cares (Alert Bay, Kwakiutl, and Cape Mudge First Nations).

Funds for training projects for people with disabilities are minimal, and NVIATS is presently developing a strategy for cost effective program delivery.

CRF Mainstream Projects:

Program Name	Examples
Job Development:	Community Surveys; Fisheries Enhancement Projects Target: 3-5 unemployed persons
Job Opportunities:	Office trainees: Social Assistance Worker; Bookkeeping Non-public sector trainees (clerk) Target: 1-2 unemployed persons

	Expected that trainees will assume on-going employment with sponsor.
<u>Work Based Training</u>	Clerical, computerization Target: Existing staff of not-for-profit employers To assist staff whose jobs are at risk or to enable staff to access a broader range of jobs.
<u>P.O.T.</u>	Purchase of an entire course from a training institution, or a single seat in a given course. Non-degree courses, which lead directly to employment, may be purchased (First Host)
<u>Project Based Training:</u>	Hospitality/Tourism Training Target: 10 -15 individuals with labour market barriers. On and off site training - classroom training combined with work placement with employers (eg., commercial businesses)

Notes:

CRF projects provide EI insurable weeks. Where NVIATS does not cover MERC, the sponsor is expected to contribute to these costs.

EI Programs utilize EI funds, and there are no insurable weeks provided except for those hired under a Targeted Wage Subsidy Program.

For other EI programs, participants are deemed to be receiving an EI 'allowance'. Thus, there is no MERC paid expect for income tax where appropriate. The weeks are non-insurable. This means the participant will not be able to use the project weeks towards a potential EI insurance claim.

Overhead on projects is limited to supplies/materials necessary to carry out the project.

Examples of necessary Overhead: Safety gear, books/classroom supplies; fax paper/printer ink, and so forth.

Capital purchases, office rent, and fees toward office administration are normally not acceptable overhead reimbursements. Such costs are considered as project contributions by the sponsors/employers.

EI Mainstream Programs:

General Eligibility: Trainees must *either* be:

i. an active EI claimant (receiving EI benefits) or
ii. An EI 'reachback' - received EI benefits within the last **36** months, or in the last **60** months in the case of a maternity claim.

	Allowance	MERC	Training Costs	Overhead
Targeted Wage Subsidy	Wage Subsidy up to $8/hr	Yes insurable earnings	As appropriate	As appropriate
Self Employment Assistance	Continue to receive EI benefits	NA	May be negotiated	May be negotiated
Job Creation Partnerships	Allowance up to $413/week for active & reach back clients. Claimants will continue EI benefits & receive a top-up to $413/wk	NA non-insurable	May be negotiated	May be negotiated
Training Purchases	EI benefits only. No top-ups	NA	Yes	May be negotiated
Employment Assistance Services	yes	yes insurable	May be negotiated	As appropriate

Notes:

<u>Targeted Wage Subsidies</u>:

To encourage employers to hire individuals who they would not normally hire without a subsidy. Subsidy should not exceed 60% Trainees cannot receive both EI benefits and a wage.

<u>Self-Employment Assistance</u>:
To help people in creating jobs for themselves. Income support is limited to active EI benefits.

<u>Job Creation Partnerships:</u> To provide work experience which leads to ongoing employment. Trainees receive an EI allowance and not a wage. Active claimants continue with their benefits, and if the benefit is less than $413/week, they may receive a top-up up to that amount. Reach-back clients may receive up to $413/week.

Examples: Bookkeeper; Clerical Worker; Program Manager Trainee

<u>Training Purchases:</u>

To support purchase of institutional training - course or seat purchases. Allowances are not available for reachback clients. Active claimants receive EI benefits only.

Employment Assistance <u>Services:</u>

To employ an individual to provide employment services such as helping clients with employment plans; accessing labour market information; employment counseling, and so on.

Youth Programs:

Overview:

Prior to 2000, there was no separate category of funds for youth employment training. Youth participated in the past by an allocation of funds from regular CRF monies for Summer Student Projects.

In 2000, HRDC allocated youth funds and NVIATS has developed the following youth programs:

- Summer Student Program
- Youth Information Initiatives
- Youth Job Opportunities
- Youth Internships
- Youth Entrepreneurial Program

General Criteria:

For all youth programs, the trainees *must* be under the age of thirty **(30).** There is not a set age minimum; NVIATS expects sponsors to review federal/provincial labour policy as a guideline in this regard.

Youth employment training should provide trainees with meaningful work experience that is consistent with local labour market realities.

As with regular programming, there is a *CALL for Proposals* for youth projects. The deadline is normally in May. Sponsors must submit original proposals by the deadline date.

More than one proposal can be submitted; all proposals are subject to availability of funding.

Youth Program Descriptions:

	Youth Target	Eligible Costs	Project Length
Summer Student	Students under 30, returning to full-time studies in the Fall	Wages (minimum wage) MERC at 10%	Max. 8 weeks 35 hours week
Youth Information Initiatives	Youth Students Projects that provide career information to Youth Students	Overhead costs for holding career fairs, seminars, and related activities to promote labour market info. *No staffing or wage costs*	Normally event specific
Youth Job Opportunities	Youth, under 30, who are **out of school**. Unemployed and need work experience.	Wages ($8/hr); MERC, training costs, and Overhead	Dependent upon skills to be gained; normally under 52 weeks. Expected that trainee will be employed after project. Subject to budget.

Youth Internships	Advanced students, under 30. Placed in jobs related to chosen careers	Wages ($8/hr); MERC, and related overhead & training	Same as Youth Job Opportunities
Youth Entrepreneurship	Under 30, out of school & pursuing self-employment	Negotiated training wage, and course costs. Overhead not to exceed 20% of contract value	Negotiated project length. Partnerships are key (mentoring, in-kind or financial support)

Child Care Funding Program:

General:

NVIATS acts as a 'funnel' with Child Care monies. Specifically, the monies received from HRDC are allocated to the existing three (3) Child Care centres that were sponsored prior to NVIATS receiving the funds. These Child Care Centres are with:

- Kwakiutl Band
- Namgis Band
- Cape Mudge Band

Each Centre has a set number of seats that they were approved funding for in the past (with a value per seat).

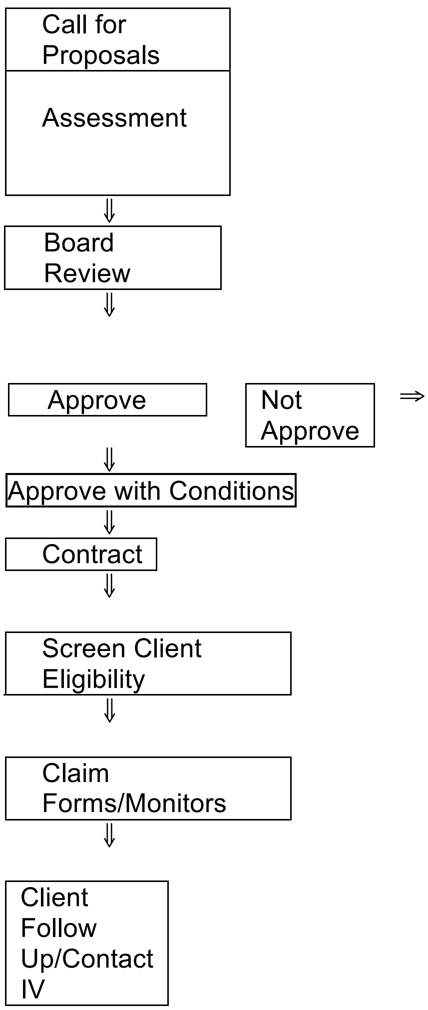
No new monies exist for additional Centres, or for additional seats. NVIATS allocates the funding by the following process:

- develops a contract based on previous contract amounts
- requests that the Centre's manager forward a Band Council resolution, proof of child enrolment, budget, program outline, and a copy of the Day Care license.
- Payments are made quarterly based on receipt of a claim form for the previous quarter period.
- Final monitors are conducted at the end of the fiscal year (see section in manual on *Final Monitors*).

3. How Programs Are Delivered

3.A <u>Model of Program Delivery</u>

How NVIATS funds projects is through a proposal and contracting process. The steps include:



NVIATS has a Call for ‘project proposals’ normally before the start of a new fiscal year. Program Officers assess the proposals, the final approval of which is made by the NVIATS Board of Directors.

The walk-in process is different and is outlined in another section of this manual.

Once approved, the proposals are developed into contracts. NVIATS monitors the progress of the projects and reports general budgetary and client outcome statistics to HRDC.

The following sections will review the steps in program administration and management, including the responsibilities of the respective NVIATS staff.

The sections are as follows:

B. Call For Proposals
C. Proposal Assessment
D. Contracting
E. Screening Client Eligibility
F. Claim Forms
G. Monitors
H. Client Follow-up/Close out of Contact IV

3.B. <u>Call for Proposals</u>

General:

Before the end of a fiscal year, the Manager reviews budget expectations for the upcoming fiscal year. While the total amount is set by HRDC, the Manager considers the use of funds within categories (eg., amount of funds to set aside for walk-in clients, and so on).

The Manager makes recommendations on budget categories to the Board. The Board reviews and accepts/amends recommendations, and sets a date for proposal applications.

The process in the Call for Proposals involves:

Information Package:

The Manager determines the materials to be forwarded to sponsors about the programs of NVIATS and the application procedures.

The Administrative Assistant sends out the call for proposals along with program information. The package is sent to all eligible sponsors whose addresses are listed in **Appendix A.** First Nation businesses and unincorporated aboriginal groups should be contacting their respective First Nations for an application on their behalf.

The call for proposals will set out a deadline date. Proposals after this date are not accepted.

Workshops:

Program Officers/Client Service Officers conduct workshops in the communities to discuss NVIATS programs and proposal ideas.

Receiving Applications:

Applications are to be sent to the NVIATS office within the deadline (either to Campbell River or the Alert Bay office). Due to problems with faxed copies, only original applications will be accepted *(mail, in-person, or by courier).*

The Administrative Assistant receives the proposals/applications and:

- Date stamps all proposal applications
- Numbers the applications: eg., 01053-WBT

The first two digits, 01, identify the fiscal year of the application. The remaining digits reflect a numbering system to identify projects. The abbreviations indicate the type of program applied for (WBT- 'Work Based Training').

Copies of all applications are made for the Board, Manager, and Program Officers/Client Service Officers.

3.C Proposal Assessment:

General: Responsibility/Procedures
Step One: Initial Check List
Step Two: Assessment of Employability
Step Three: Cost Effectiveness
Step Four: Program Guidelines

General:

Staff Responsible for Proposal Assessment:

Program Officers (PO) and Client Service Officers (CSO).

Assessments are reviewed and signed off by the Manager before they are brought to the NVIATS Board for decision.

Procedures: PO/CSO's read all proposals in their respective program area and assess them using the 'Assessment Form'.

Basic goals of the Assessment are to answer such questions as:

Should the proposal be funded (will it lead to obtaining or maintaining employment)?

How much funds should be recommended for this proposal? Are the costs effective and reasonable?

Does the sponsor meet program criteria and procedural guidelines?

<u>Step One:</u> ***Initial Check List***

PO/CSO's ensure that the proposal application meets the following:

- Duly Authorized Signature
- Date Stamp showing it was received by the Deadline
- Band Council/Tribal Council Resolution or a Board of Director's Motion in the case of an Organization to show that the proposal is authorized for submission.
- The sponsor is a legal entity (incorporated) and a not-for-profit organization. If a First Nation business wants to apply for a training program, the proposal should be made by the First Nation.

Assessment Aims of Initial Check List:

Is the proposal authorized? Is it submitted by an eligible sponsor?

<u>Step Two:</u> ***Assessment of Employability***

PO/CSO's review the proposal to determine the likelihood that the application will lead to obtaining or maintaining employment.

Some key questions are:

- Are the skills/knowledge to be obtained clearly identified in the proposal?
- Is there an opportunity for employment in the proposed field within the community/town? That is, will the town or community support six additional hairdressers?
- Is the trainer qualified?

<u>Step Three:</u> ***Cost Efficiency***

Given a limited budget, the goal is to achieve quality training for the maximum number of people. Therefore, large overhead and administrative expenses are discouraged. PO/CSO's also review the cost effectiveness of instruction (on and off-site training)

Overhead:

Overhead costs are accepted if they are reasonable and necessary to the operation of the project. Examples of eligible overhead costs include:

- classroom and office supplies for training
- safety tools
- phone/fax charges which apply to the project

Items such as charging rent for office use by the trainee are not accepted. Sponsors are expected to contribute to the project by providing space, supervision, bookkeeping, and related administration.

In assessing overhead, PO/CSO's ask the sponsor to list projected overhead items and costs. The recommendation to the Board should reflect actual estimated costs, and should not exceed the formula of $50/per participant per project week.

Training:

Questions that are reviewed include:
- Is the time frame reasonable?
- Does another institution offer a similar course/class and if so, at what costs?
- Can the costs be negotiated with the institution?
- Is the cost appropriate?

<u>Step Four:</u> ***Program Guidelines***

The Program/Client Service Officers are reviewing to see that basic program criteria are met.

- The first question is: Did the sponsor apply under the appropriate program?

- If the intent of the project does not fit the application, discuss with the sponsor the changes you recommend (eg., why the proposal should be classified under a different program). Note the changes on the Assessment Form.

- After confirming the type of program that the application falls under, assess the costs with the program guidelines. For example, JO applications should not have costs for MERC or overhead. POT's and Work Based Proposals should not have wages or training allowances.

- If the proposal is for EI funds, determine if the sponsor is targeting active claimants or reachback clients. If the participants are active claimants, the cost will depend upon their benefit rate. For example, if a participant is receiving $250/week for EI, the top-up would be $163/week (amount sponsor should be applying for)

Summary of Proposal Assessment:

- ***Initial Check*** - Is the proposal authorized? Is the sponsor eligible?

- ***Employability*** - Will the skills gained lead to a job? Does the local labour market support this type of employment opportunity? Is the time frame reasonable? Are the trainers qualified?

- ***Cost Effectiveness*** - Are the overhead/training costs necessary? What is the rationale for the number of trainees applied for?

- ***Program Guidelines*** - Did the sponsor apply under the appropriate program? Does the program cover the types of cost submitted?

Program/Client Service Officers answer these questions on the **Assessment Form.**

The forms are reviewed by the Manager who may:

- Request further information from the PO/CSO's

- Request research on the employment training field eg., accreditation requirements; qualifications for trainers, and so on).

After the Manager approves the assessment and signs off the form, it is copied for the Board of Directors' meeting on project proposals.

3.D Contracting

General Procedures:

Board Decision On Proposals:

The Board sets a date to review project proposals and the PO/CSO assessments and recommendations.

The Board reviews the proposals/assessments and makes one of the following decisions:

- Approve
- Not Approve
- Approve with Conditions

These decisions are recorded on the Assessment Forms during the Board Meeting.

Following the recorded information, PO/CSO's develop an *employment training contract*. The contract is a legal document that sets out the responsibilities of the employer and NVIATS to achieve future employability of the participant(s).

<u>PO/CSO Duties in Contracting:</u>

Informing Sponsors of Board Decision on Proposal
Writing Contract & Forecast of Cashflow
Preparing Copies/Monitoring Contract Return
Making Amendments to Contract if Necessary

Step One:

- Contact respective sponsors and inform them of the Board decision on their proposal(s) immediately following the Board Meeting.

- For proposals that have been approved, confirm start and end dates of the project with the sponsors.

- Discuss any Board changes to the proposal with the sponsor (ie., reduction in overhead costs or number of trainees on a given project). Ensure that the project can operate within the amended parameters. If not, discuss other possible alternatives to securing the resources needed.

Step Two:

- From the Assessment Sheets and discussions with the sponsors on start and end dates, write up the contract.

- The contract includes:

  - Legal Agreement
  - Schedule A (list of objectives/activities)
  - Schedule B (itemized allowable costs)
  - Forecast of Cash Flow (monthly budget)

- The PO/CSO writes on the Forecast the amount recommended as an initial cash advance. Usually, the first two months of the budget are recommended as an advance.

- The PO/CSO makes two copies of the contract/schedules and provides them to the Manager for approval.

Manager: Duties in Contracting
Ensures contract drafted by PO/CSO conforms to Board Decision
Ensures that all sections are complete and clearly outlined
Assesses whether cash flow is reasonable
Determines that EI criteria are followed
Signs the contract and approves/amends funding advance

If approved by the Manager, the contract is signed by him/her and given to the Administrative Assistant for processing. The contract is not valid unless signed by the Manager and the sponsor.

What the Manager looks for before signing the contract:

- Two copies of the contract

- Contracted amount does not exceed Board decision

- Training and work activities are clearly outlined and follow objectives of the proposal approved by the Board

- Reasonable Forecast of Cash Flow (meets monthly expenditures for project length) and that the figures in the columns add up to the approved amount. Excel adds figures automatically but sometimes there is operator error.

- Wages take into account Active EI trainees. EI trainees do not receive the maximum allowance of $413/week in addition to their benefit cheque, but a *top-up* to their EI benefit. For example, if an EI trainee is receiving $113/week for EI, the amount budgeted for the project would be $300/week.

- The contract and schedules are appropriate to the template. Different templates exist for EI and CRF projects (reflecting different criteria).

Administrative Assistant Duties in Contracting:
Development and maintenance of a project financial spreadsheet
Review of documentation for errors
Preparation of covering letter and cheque for initial advance
Post contract amount to the General Ledger

The Administrative Assistant processes the contract by first establishing an Excel Spreadsheet. The Spreadsheet allows NVIATS to have a running balance of approved contract amounts for each project.

- The Excel Spreadsheet contains the following:

  File Number

Initial of the PO/CSO responsible for the project
Name of Sponsoring First Nation
Number of Participants
Amount Approved by the Board, and Type of Funding

- The Spreadsheet has columns for number of funding advances, cheque dates, and balance owing. Funding advances are posted to the GL and to the Spreadsheet throughout the life of a contract.

- Contract Administration:
  The Administrative Assistant receives both copies of the contract signed by the Manager and checks to ensure there are no financial errors.

  The Assistant prepares an initial advance based on the amount approved by the Manager (Manager signs off the advance recommended by the PO/CSO).

- The Assistant mails both copies of the contract, fund advance, and appropriate forms to the sponsor. These forms include:

Participant Information Forms;
Claim Form;
EI Assessment/Referral Sheets (EI projects)

- The covering letter to the sponsor includes the cheque number for documentation purposes.

- The initial advance is posted to the General Ledger and recorded on the spreadsheet.

- A photocopy of the cheque stub is placed in the project file. Also included in the project file is a copy of the covering letter, Forecast of Cashflow, and Band/First Nation Resolution. When a copy of a signed contract is returned by the sponsor, it is also placed in the project file.

Project files are colour coded to reflect funding program and funding type (CRF, EI, and Walk-in clients).

The PO/CSO monitors the return of the signed contract (should not be longer than a couple of weeks).

3.E. Screening Client Eligibility

General:

After a contract is approved, sponsors select participant(s) according to *their own recruitment* practices. However, additional Governmental criteria must be met with EI funding programs.

These criteria include the following:

EI Programs: Potential participants must be screened to show their status as an active EI claimant or as a 'reachback client'.

Procedures:

Sponsors fill out an Assessment/ Referral Form. This Form outlines the person's name and S.I.N.

In requesting names and SIN's, sponsors must also obtain consent from the individuals for this information to be checked. NVIATS has a consent form on file.

The sponsor then forwards the form to the appropriate PO/CSO. NVIATS is hooked into the HRDC computer system and staff are able to search the Internet regarding EI status through a program called 'Aro Link'.

See Appendix III for information on 'Aro Link'.

Notes:

PO/CSO's review the participant names as soon as possible to ensure that the people are eligible to receive the type of funding the contract is written for.

If a participant is not eligible, for example, is not an EI claimant or reachback, the situation must be reviewed in regard to changing participants and/or funding type if possible and appropriate.

Considerations for Active EI Claimants:

If a trainee is receiving EI benefits, PO/CSO's must fill out a form referred to as a **'5159'** for the trainee's signature.

This form is then faxed to the HRD office in Campbell River. What this does is to allow the trainee to continue to receive his/her benefits without the benefit cheque being rejected by the HRD system.

The 5159 must be completed and sent to HRD as soon as possible to the project start date.

3.F Claim Form Process

General:

A claim form is provided to sponsors/employers so that they can record actual project expenses for the time period indicated. PO/CSO's assess the claim form against the Forecast of Cash Flow (FCF), and recommend the next advancement of funds.

Employers are also requested to provide a short narrative of project activity. This is included with the claim form as a separate sheet.

Claim forms are used to:

- Assess how the project is proceeding (ie., is training plan on time; are there turn-overs in participants, and if so, why?),

- Determine if funds are being spent appropriately,

Claim forms are to be completed by the sponsor; normally every month. After the initial advance at the project start, there are no further advancements until claim forms are received and assessed.

Claim Form Procedures

- PO/CSO's request at the beginning of a project that the claim forms be filled out by the sponsor on a monthly basis.

- Some sponsors prefer doing the claim form every two months. Submission of a claim form should be no longer than two months. The reason for this is that NVIATS must report funds spent on a quarterly basis to HRDC. If sponsors do not claim regularly, NVIATS does not receive further funds until the claims are made.

- Claim forms can be faxed. Once received, the PO/CSO checks the following:

Form is signed by an authorized signer
The reporting period matches the FCF
The figures are in line with the contract/FCF

- PO/CSO fills out the Claim Check List Report. This Report is a summary **Total** of claim forms received to date on a given project. At the end of the Report is a provision for the next advance recommended to the sponsor.

  The claim form and the Claim Check List are provided to the Manager who reviews both documents. If approved, the Manager signs off the Check List Report and forwards it to the Administrative Assistant for processing.

- The Administrative Assistant prepares a cheque (if appropriate) and covering letter. The further advance is posted and recorded in the financial spreadsheet. A note is also made on the file cover about the payment processed and the date it was mailed.

Summary of Claim Form Assessment

- Is the form signed by an authorized signer?

- Do the costs claimed match the Forecast of Cash Flow? If not, are the differences vast? Are expenses being claimed that are not authorized in the contract, or alternatively, is the sponsor not spending funds in a certain area?

- Are there slippages? How are these accounted for?

- Did the sponsor include the narrative description of project activities?

3.G. Monitoring Projects

A monitor is a visit to the project worksite by the PO/CSO. In some cases, the visit involves a discussion with the trainees/manager, and in other cases, there is a review of financial and related documents. In rare circumstances, a monitor can be completed by fax/mail.

Basic goals of a monitor are to ensure:

- Training activities are being carried out
- Funds are being spent appropriately
- Support to the participant
- Support to the sponsor/employer

- Accountability to HRD and NVIATS Board

	Time Frame Conducted	Goals	Activity	Follow-Up
Initial Monitor	Beginning of Project	Ensure trainees and manager are oriented to contracted tasks	Meeting to review contract	Fill out Initial Monitor Report. Follow-up where needed
Interim Monitor	Midway through Project	To review progress of project; whether it's in budget & project goals. To address concerns if applicable.	Meet with project manager and/or bookkeeper. Review claim forms against ledger & FCF*. Discuss variances with sponsor	Fill out Interim Monitor Report. If variances are a concern, discuss with NVIATS manager.
Final Monitor	Project Completion	To determine actual costs of a project; whether goals met	Meet with manager/book keeper. Review Ledger; Time Sheets, Invoices. Photocopy selected cancelled cheques	Fill out Final Monitor Report. Attach photocopy of cancelled cheques and final claim by sponsor.

* FCF is the Forecast of Cashflow

<u>Discussion on Financial Monitors/Interim and Final</u>

Setting Up Monitors:

Let the Sponsor decide if the appropriate person to meet with is the manager and/or bookkeeper. Let the sponsor know ahead of time that you will need to see the General Ledger, Time Sheets, Payroll, Invoices, and cancelled cheques in the case of a final monitor.

On-Site Review:

Bring along a calculator and the final Claim Assessment. The final assessment will give a summary total of wages, MERC, overhead, and training costs where applicable.

Ask the sponsor to show invoices and cancelled cheques for training purchases. Record the cheque numbers, dates, and amounts on the final monitor report. Review whether the ledger amount matches the final claim assessment amount.

Ask for a print out of overhead items, including invoices and cancelled cheques.

Review payroll records against the final claim assessment category on wages. Do time sheets/payroll records match the final assessment for wage costs? Ask to see some cancelled cheques for wages. Randomly select pay periods and record cheque numbers, dates, and amounts on the final monitor report.

Ask for a print out of the general ledger for the project. Either on-site or at the office assess whether the ledger figures match the final claim assessment. If there are discrepancies, ask the sponsor to explain.

Complete the final monitor report and attach the copy of cancelled cheques. Provide to the Manager for review.

Administrative Assistant Duties in Finalizing Monitor

- Review forms and reports for errors
- Ensure the Manager signs off final report
- Prepare final payment and covering letter to sponsor
- Double check that all documentation has been received, such as PIF's (final cheque is held until documentation is complete)
- Post payment, and de-commit any funds that may have been slipped.

3.H. Client Monitoring - Contact IV

Purpose:

- To comply with the funding agreement with HRD to track employment outcomes
- To evaluate the success of NVIATS programs

Method:

- Client data entry on a computer program called Contact IV (designed by HRD)
- At the beginning of a project sponsored trainees are given a Participant Information Form (PIF) The PIF asks for basic client characteristics and background information.
- PO's/CSO's enter the data as soon as possible to the project start date.
- Immediately following the end of a project, PO's/CSO's complete two sections:

Results: Data as to whether the client finished the project

Action Plan Closure: Follow-up with client as to whether he/she is employed; unemployed, or returning to school. This information is entered as soon as the project is over and/or the client leaves the project.

If the client is unemployed, a screen will appear asking whether there is a need to do 12 week tracking. The operator indicates yes, and sets the date for post-action plan monitoring by the use of a drop down calendar.

At the end of 12 weeks, the PO/CSO contacts the client again to determine employment status. At this time the file is closed.

The Action Plan is closed as soon as the project is complete and/or the trainee leaves the project. This indicates that the intervention is finished.

If the trainee is employed and/or in school, the whole file will be closed.

If the trainee is unemployed, the PO/CSO sets a 12-week date to do follow-up on employment status. After 12 weeks the trainee is contacted and his/her employment status is entered and the file is then closed.

After Contact IV File Closure:

- PO/CSO export their Contact IV data to a master database in the Campbell River head office. The master database holds Contact IV information from all PO/CSO's, including data from the Nuu-chah-nulth Tribal Council.

- The export of data is done through the Internet (e-mail).

- The staff person designated for control of the master database then up-loads it to a HRD computer system (NESS). This is done by request of HRD, usually on a quarterly basis.

- HRD assesses and summarizes client data/results for all of B.C./Canada.

If there are errors in the data input NVIATS staff are requested to rectify them. Normally the errors fall into these categories:

Client file does not have a project number;

Project number does not match type of client
(e.g., a CRF project number is given and the client
is classified as 'reachback')

Process Tasks

Gathering Data

Administrative Assistant: Ensures PIF's are mailed out with contract

PO/CSO'S: Monitor return of PIF's; Contacts sponsor if PIF's are not received within a couple of weeks of the project start date.

Reviews information on the PIF and ensures that it is readable and information is not missing. All information requested is important.

Once the PIF's are received, the trainee names are noted on the inside cover of the project file.
The PIF's are placed in the file after the data has been entered into Contact IV.

Entering Data into Contact IV

PO/CSO's: Each PO/CSO is responsible for entering client data. Specifically, they enter the data on clients whom belong to their projects.

Step one: After logging onto the Contact IV program, enter the SIN and name of the trainee in the box at the top of the screen. Click onto
New Client. This will open the first page for data entry.

Note: If the SIN is a fake number, and/or it is not entered accurately, sometimes Contact IV will not
accept it. In any case, a fake number cannot be up-loaded to the HRDC system.

Step Two: Complete the screens as follows:

Client Information (symbolized by the icon showing a group of people). This screen has three (3) 'pages' which include: Personal, Characteristics, & Education

On the personal page, the project number refers to the type of funding, and MUST be entered for the upload.

The Project Number areas are:

EI Mainstream projects: N474515
CRF Mainstream projects: N474499

HRD Type: This refers to Funding Source. Clients must be classified as 'Aboriginal', unless they are being funded with Youth monies. In this case, select 'Youth'.

Not all screens are necessary to meet the obligation of providing client data. **It is not necessary to enter the following:**

- employment/education history
- counselling screen
- calculation of savings

Up-Loading Contact IV to HRD

Procedures:

- PO/CSO's email their Contact IV data to the Campbell River Office on a monthly basis. The date of the email should be coordinated as the Program easily overrides data (if two PO's email on the same date, one will override the other; different dates should be used).

- Before emailing the data, the PO/CSO checks for errors. This is done mainly through the Contact IV Reporter Program. The Reporter will show, for example, if a project number has been forgotten and if a client has been wrongly classified (e.g. as non-HRD).

- The staff member designated in control of the master database transfers the data to the HRD system in Ottawa when requested. This is done through the Internet and involves use of a password system.

- HRD develops provincial and national statistics usually once per year. The statistics show completion rates, residency on or off reserve, employment and unemployment rates after project completion, and numbers of participants who returned to school.

NVIATS is in process of developing a strategy to complement the Contact IV evaluation method.

4. Walk-In Client Process

A. Purpose
B. Type of Assistance
C. Eligible Participants
D. Procedures
E. Contracting

4.A Purpose:

To provide assistance to eligible participants who seek to further their education/training and future employability.

4.B Type of Assistance:

- Financial
- Employment Services

Financial Assistance:

Funds may be provided for course/tuition costs, books, supplies, and transportation to persons who want to enroll in a training program offered by a public or non-public institution. College and university degree programs are not eligible for funding.

Costs Not Covered :

- Capital Costs (e.g., purchase of equipment)

- Allowances/Wage if a person is attending a training course. (In the case of on-the-job training, wages may be provided).

All financial assistance is based on individual need and is subject to negotiation and budget availability.

Employment Services

Employment services are provided by CSO's that will assist clients prepare for, find, and keep jobs. Initiatives include:

- Career and Employment Counselling
- Assist clients to develop and commit to an action plan
- Assist clients to find resources for training and upgrading
- Job Search Strategies/Labour Market Information

4.C Eligible Participants:

A person is eligible for consideration if he/she is:

- First Nations/Aboriginal (Metis clients are encouraged to make an application to Metis organizations who receive funding on their behalf).
- In need of financial assistance.
- A resident of the NVIATS service area, and has been a resident for a minimum of three months.

4.D **Procedures:**

- CSO meets with client and completes an intake/assessment form.

- CSO determines if client is in financial need (requests information on intake form and discusses routes taken to date).

- CSO assesses program eligibility. Funds for walk-ins involve a mixture of EI and CRF monies. First, CSO determines the budget remaining, and what types of funds are left.

- If considering EI funds, the CSO determines three things: 1) is the client EI eligible? 2) is the client in an overpayment situation with HRD?, and 3) is the client presently receiving EI benefits?

Overpayment: Client will need to discuss with HRD the repaying of EI funds

Active Claimant: Client will need to report training on EI report cards.

To ensure that EI benefits are not delayed, the CSO asks the client to fill out a form referred to as a '5159'.

The CSO then faxes the 5159 to HRD in Campbell River.

- After determining financial need, residency and program eligibility, the CSO makes a recommendation to assist or not on the assessment form. The recommendation includes the funding source within the walk-in budget. The form is provided to the Manager who has final approval.

4.E **Contracts for Walk-In Clients**

Similar to trainees who are sponsored on First Nation proposals, walk-in clients are requested to enter into a training contract.

- The contract includes a description of activities, eligible costs, and a forecast of cashflow.

- There are contract templates that the CSO utilizes for the various types of training programs.

- Walk-in clients must also complete Participant Information Forms and be entered into the Contact IV client database.

- The claim form, monitoring, and close out process is the same for walk-in clients as PO/CSO's complete for First Nation contracts.

- What is newly established involves EI funded clients; rather than paying a college the tuition fees, the CSO writes out the tuition amount to the client. The client is responsible for payment to the institution.

Note: In some cases, the client will be requested to confirm that NVIATS can pay tuition directly on his/her behalf.

5. Financial Administration

5.A Program Budgets

Manager Responsibilities:

- Estimates annual budget for office administration and all programs based on the previous year funds and any slippage. Note: CRF funds may be carried over to the next fiscal year, but EI funds must be expended in the year they were received.

- Slippage is calculated by utilizing up-to-date spreadsheets and by maintaining contact with the Nuu-chah-nulth Tribal Council to determine if that office has slippage.

- Administrative budget is not to exceed 20% of the total budget.

- Recommends program allocations, which take into account Walk-In Clients.

- Provides program budget allocations to the Board for review/approval.

- Compares budget recommendations to the actual amounts received from HRDC, and suggests amendments if necessary.

- Reviews contract from HRDC and provides it to the NVIATS Chairman for signature.

5.B Budget Reporting

Manager Duties

- The Manager prepares quarterly expenditure reports for HRDC in the format requested by them.

- The Manager prepares an annual report for the Board and the member First Nations/organizations that includes a financial statement.

Administrative Assistant Duties

- The administrative Assistant prepares a financial spreadsheet for all funding programs including: Mainstream EI & CRF; and Walk-In Clients. Advances and balances are up-dated usually every month.

- The spreadsheets are balanced to the general ledger.

- All financial records pertaining to any given contract are kept within the project file (photocopies of cheque payments; paid invoices, and budget balances).

5.C Financial Control Mechanisms:

Authorized Signers

There are 4 persons authorized to sign cheques: 2 board members who are designated for this purpose, the manager and the administrative assistant. Two signatures are required for every cheque.

Verification of Project Payments

Payments are not made on any project file unless first authorized by the Manager with his/her initials.

The Manager reviews the claim form and the assessment of the Program/Client Service Officer. If the recommended assessment is accurate, the Manager signs the claim check list and processes it through the Administrative Assistant.

6. Personnel Management

6.A Manager

Position Summary

Reporting to the Society, the Manager will:

- Ensure the general direction of the affairs and operations of the NVIATS in accordance with the policies and procedures set out by the Directors.

- Plan and direct the delivery of the NVIATS programs in accordance with the Local Planning Strategy implemented by the Board.

- Ensure effective management of the Programs allocation, administered by the Aboriginal Human Resource Development Agreement during the term of the contract.

- Ensure that the Communications Strategy is implemented in the most cost effective manner and that all staff and the public are aware of the programs and policies developed by the Board.

- Liaises with Aboriginal communities and organizations, Federal and Provincial governments, and other major stakeholders that impact on Aboriginal employment and training needs.

- Manage the Human resources of the Organization office:
  i. Administrative / Finance Clerk
  ii. Program Officers
  iii. Client Services Officers
  iv. Contract employees

- Manage the financial resources of the NVIATS's Operations and Maintenance budget.

- Manage specific Organization programs and operations as determined by the Directors.

- Act as a spokesperson when delegated by the Directors.

- Ensures that Organization decisions are effectively implemented.

- Prepare briefing notes for NVIATS Directors on current issues, HRDC program changes and priority areas.

- Oversee the policy development processes of the various committees of the Board.

- Serve as an advisor to the Directors.

Manager Responsibilities:

1. Human Resource Management

- Coordinate the recruitment and selection process for the hiring of staff.
- Develop an orientation procedure for new staff.
- Coordinate an effective "team approach" with the staff of Organization for the delivery of Aboriginal Training Programs.
- Oversee and support the staff with the marketing of Organization programs, assessment of proposals, and the preparation of Contribution Agreements.
- Direct, manage, and supervise the NVIATS staff in the performance of their duties, making recommendations for staff training when required.
- Develop and implement an effective staff evaluation tool.

2. Financial Management

- Develop effective mechanisms for the management and reporting of the Programs allocation, ensuring that control measures are implemented.
- Develop preliminary budgets for effective management; recommending amendments when necessary.
- Recommends the reallocation of funds later in the fiscal year.
- Develop procedures, systems and processes for the effective management of the Operations and Maintenance budget; ensure that internal control mechanisms are in place and adhered to.

3. Research and Development

- Analyze appropriateness of existing documents and make recommendation to the Board of Directors regarding revisions to the following:
    i. Organization Constitution and Bylaws
    ii. Organization Personnel Administration Manual
    iii. Organization Policies and Procedures Manual
    iv. Organization Local Planning Strategy

- Research local labour market information pertaining to the Aboriginal labour force, industry skill requirements, local aboriginal economic development, national and regional impacts, socio-economic conditions, and environmental factors, in preparation of the yearly Local Planning Strategy.
- Develop a terms of reference and time lines for a Walk in Client process
- Oversee the preparation of information for the Committees and Board Meetings.
- Prepare proposals to other funding agencies, as directed by the Board.

4. Public Relations

- Manage the development and implementation of the Organization Communication Strategy by establishing timelines and procedures.
- Communicate the Vision, Goals, Purpose and Direction of the Association to the affiliated First Nations and organizations, funding agencies, and the general public, in a timely manner.
- Attend meetings on behalf of the Board, conveying the strategies, priorities and policies developed by the Directors.

5. Evaluation

- Develop and implement a Project Evaluation model.
- On an ongoing basis, analyze and make recommendations on the effectiveness of the Project evaluation process.
- Develop the draft Terms of Reference for the NVIATS evaluation.
- Respond to other duties as assigned.

6 B. Programs Officer

Position Summary

Reporting to the Manager, the Programs Officer will:

1. Promote and market the NVIATS's Aboriginal Job Strategy program training options and opportunities, within the NVIATS's greater market, to affect changes within the Aboriginal labour market according to the priorities of the NVIATS:
   - analyse the skill development needs of First Nations, organizations and other employers.
   - analyse the employment needs of the unemployed.
   - develop an overall marketing strategy.
   - conduct information seminars/workshops.
   - promotions/advertisements.
   - coordinating direct mail campaigns.
   - making direct contact with the sponsoring organizations.

2. Assists with the development of proposals and negotiates proposals for funding under the NVIATS program guidelines.
   - when required assists applicants with the development of proposals
   - ensure terms and conditions are known and understood by all parties
   - assisting applicants in assessing human resources requirements, including the development of training plans, and where difficulties may be encountered, developing appropriate solutions.
   - directing the applicants to other levels of governments/agencies, when appropriate.

- negotiating, in conjunction with the applicant, the appropriateness of requesting project funding levels, the number and types of participants and possible training requirements.

3. Assess and makes recommendations on proposals presented for funding by:
   - ensuring the proposal, once developed, satisfies all administrative and legal requirements.
   - assesses the completed proposal to determine the probability of the project being successfully completed, and the impact the project will have on participants and the community and/or industry.
   - making recommendations for approval/funding levels/rejection of proposals and preparing the supporting documentation.
   - forwarding proposals to other federal/provincial agencies, where appropriate for review and possible cost share of funding.

4. Prepares and finalizes formal contract documents to ensure that legal and program requirements are satisfied by:
   - comparing approved proposals with the recommendations to determine if variances exist.
   - negotiating, where necessary, solutions to any variances with the employer.
   - drafting the contract document for typing.
   - reviewing the prepared contract, in detail, with the sponsor to ensure not only that the necessary information respecting target groups, training plans, etc, is properly documented but to ensure that all parties are fully aware of their responsibilities and obligations under the contract.
   - ensuring all supplementary requirements are fulfilled, i.e. other funding licenses, approvals, etc.
   - developing and securing the appropriate financial and administrative documents.
   - obtaining appropriate signatures.
   - preparing amendments to contracts, when necessary.

5. Monitors the contractual agreements and supports the activities of the participants to ensure compliance with program criteria and enhance the potential for success of the program:
   - ensure adequate financial and administrative controls are in place.
   - conducting visits according to the requirements of a monitoring plan to ensure contract compliance.
   - ensuring that the various reporting requirements are being satisfied in terms of participant attendance, completion, and evaluation.

6. Financial management of the NVIATS budget:
   - preparing financial forecasts.
   - prepare payment schedules, initiating payments when deemed appropriate.

- recommending, when required, the termination or suspension of payments, and the initiation of special audits
- preparing and initiating payments for participant supplementary allowances

Responsible to:

- The Program Officer will be responsible to ensure he/she is familiar with the Bilateral Agreement Contribution Agreement (terms and conditions), including the Schedule A & B, and attachments; policies and guidelines governing each of the programs to be delivered by the NVIATS and the NVIATS's Policies and Procedures Manual.

- The Program Officer will be responsible to ensure he/she has contacted all native bands and organizations to identify training needs which meet the priorities and can be provided most efficiently through the NVIATS's programs.

- The Program Officer will be responsible to contact local and external training groups to collect information on existing courses that meet the training needs, and information on the development of initiatives that meet specific needs.

- The Program Officer will be responsible to implement the contracted activities, develop a participant selection process, negotiate training purchases, monitor activities and evaluate training.

- The Program Officer will develop appropriate Contribution Agreements for signing between the Organization officials and training delivery agents or sponsor groups.

- The Program Officer will be responsible to ensure that trainee documentation is carried out in a forthright manner, will authorize income support within the criteria set forth by the Board of Directors.

- The Program Officer will undertake to monitor both the classroom and practicum components of the training and will prepare appropriate reports for submission to the Manager.

6 C. Client Services Officer

<u>Position Summary</u>

Reporting to the Manager, the Client Services Officer will:

1. Promote an awareness and market Client Services Programs and initiatives within the NVIATS's greater market, to affect changes within the Aboriginal Labour Market. This includes:

- Assist in the development of local strategies
- Participate in public information seminars and promotional activities
- Participate in marketing campaigns
- Match programs and initiatives to applicants
- Maintain a knowledge of complementary programs offered by other governments and agencies

2. Provides individual and/or group employment services to clients by:

   - Collaborating with clients in assessing client employability
   - Assisting clients to define employment goals which address their needs
   - Assisting clients to develop a plan of action corresponding with their goals
   - Providing clients with occupational and labour market information
   - Assisting clients to make well informed employment decisions
   - Assisting clients with referral to other services
   - Completing appropriate documentation on all client contracts
   - Assisting the client to access incremental funding
   - Disseminating information to clients and groups

3. Provides assistance with application/proposal process:

   - Assists clients with the application/proposal process
   - Assures the terms and conditions are known and understood
   - Assists in the development of appropriate training plans
   - Negotiates an appropriate level of funding
   - Forwards applications to other government bodies or agencies where appropriate

4. Prepares and finalizes contract documents:

   - Compares approved proposals with the recommendations to determine if variances exist
   - Negotiates solutions to any variances with the applicant where necessary
   - Drafts the contract documents
   - Reviews the prepared contract to ensure that all necessary information is on file to support the documents
   - Ensures all parties are fully aware of their responsibilities and obligations
   - Ensures supplementary documents and requirements are on file
   - Obtains the appropriate approvals or signing agreements with the delegated authority

5. Provides File Maintenance to ensure compliance with Organization requirements:

   - Monitors the contractual agreements
   - Ensures the reporting requirements are satisfactory
   - Initiates payments throughout the term of the contract

- Recommends as appropriate, the suspension or termination of payments and the requirement for special audits
- Identifies special expertise that is required to support the project
- Assist participants to fulfill the requirements by monitoring their progress
- Ensures training is appropriate to individual's needs and makes recommendations to the training group, employer or practicum host
- Assists sponsors or clients in the identification or resolution of problems
- Participates in the close out of files by providing reports, evaluations recommendations
- Responds to requests for information on individual contracts

6. Performs other duties in support of the Organization's efforts to assist the Aboriginal client:

   - Assists and maintains effective liaison with community groups, agencies and institutions
   - Advises the Manager on special labour market conditions
   - Makes recommendations and improvements or modifications to programs and services criteria
   - Performs other client services duties as required by the Manager
   - Manages the allocation/incremental funds for client services
   - Prepares reports on expenditures and contract results for Board perusal
   - Participates on the Program, Planning and Policy Committee

6. D Administrative/Finance Clerk

Position Summary

Reporting to the Manager, the Administrative/Finance Clerk will:

1. Promote an awareness of NVIATS administrative operations, communicates appropriate information as directed by the Supervisor, and ensures a clear line of communications between the Organization, their partners, clients, sponsors, and the general public by:
   - Providing telephone reception duties and fielding inquiries in an efficient, prompt and courteous manner.
   - Ensuring that memos and correspondence from the Organization Committees and Manager are distributed in a timely manner as directed by the Manager, ensuring that all written communication intended for distribution to the public, is prepared and distributed in a timely manner

2. Assist the Manager to prepare for the Board and Committee meetings by performing the following tasks:

   - Prepares and distributes notices of meeting dates, location, schedules

- When required, assists the board members and/or Manager with booking travel arrangements
- Booking boardrooms/ensures refreshments are available
- Records and distributes minutes of meetings
- Prepares board packages and ensures distribution of same

3. Assist with the preparation of correspondence by:

- Maintaining a mailing list for sponsors/agencies/board etc
- Ensuring timely distribution of Organization correspondence to clients/sponsors
- Assisting with the development of the quarterly newsletter and publications

4. Maintain NVIATS files by:

- Adopting an accessible appropriate filing system
- Maintaining files on a weekly basis
- Tagging confidential files and ensuring their security
- Cataloguing publications, newsletters, reports, etc received by the NVIATS and developing a mini-library

5. Other Duties:

- Coordinates schedule of appointments for the Manager
- Participates on Organization committees as directed
- Maintains and updates personnel records, including vacation schedules, overtime records and sick leave
- Maintains Personnel Administration Manual
- Maintains NVIATS payroll, including Roes, T4's, and all required government reporting (Deduction remittances, WCB remittance, etc.)
- Other duties as required or assigned

6. Support the Organization's operational decision making process on Financial matters related to Program funds by:
   - Planning and coordinating the functions of the financial support and reporting system by maintaining a commitment control ledger for all approved employment training initiatives.
   - Analysing computer based accounting/tracking systems and recommending most appropriate systems for Organization operations
   - Assists the Manager in preparing budget projections, by checking and confirming advances/claims, and by producing monthly reports

7. Provide financial support services to Organization program funds by:

- Monitoring and reviewing commitment and expenditure document statements to confirm signing authority and conformance to Organization guidelines

- Maintaining program funds bank account by reviewing signing authority, preparing bank reconciliation statements, preparing cheque vouchers, monitoring and controlling payments, and documenting payments into applicable accounts.
- Determining applicable financial coding
- Reviewing information on an ongoing basis to determine accuracy of generated input and recommending and necessary adjustments to procedures
- Ensuring that the financial calculations on Organization contracts are checked and are correct, prior to the final approval of the Manager.

8. Provide administrative support to the Program Officers and/or Client Services Officers by:
   - Liaising with the Program Officers to ensure that acceptable project reports and financial statements are submitted in accordance with the terms of the contract.
   - Assists in analysing and verifying financial reports, forwarding recommendations for payments as required
   - Meets with those responsible for project finance management within aboriginal organizations, for the purpose of providing assistance and guidance with the Forecast of Cash Flow, Claims and other related financial matters
   - Reviews participant documentation to ensure that it is properly documented, that appropriate documents are on file, and may assist in the documentation of participants
   - In the absence of the Program/Client Services Officers responds to inquiries from the sponsor, related to finance, documentation and contract management matters

Responsible to:

- Set up computer based accounting and tracking system for program funds
- Based on directives from the Board and Committees, develop and implement procedure for contract management
- Receives all applications, affixes project number, and distributes to appropriate Program/Client Services Officer
- Input financial data from approved contracts
- Report to the Manager on a monthly basis, the commitment and expenditure levels of the program funds
- As part of the Program Delivery Team, assist the Program/Client Services Officers as required
- Provide recommendations on processes, procedures and systems, to the Manager

6.E Staff Appraisal Forms

PERFORMANCE APPRAISAL

NAME:

POSITION:

TYPE OF REVIEW:

START DATE:

DATE OF LAST REVIEW: ______ **DATE OF THIS REVIEW:**

This acknowledges that the Performance Appraisal was conducted in consultation with the employee and the following report is an accurate description of the results of the review.

______________________ ____________
Manager Date

This acknowledges that I have read this report and determine it to be an accurate description of the results of the review.

________________________ ___________
Employee Date

PERFORMANCE REVIEW AND TASK ANALYSIS

1. The Performance Review will be conducted by using both a rating and descriptive analysis method. The rating shall be from 1 to 5, which is described as follows:

    1. Does not meet minimum standards

    2. Meets minimum standards

3. Meets and sometimes exceeds minimum standards

4. Meets standards at an intermediate level and is consistent in exceeding standards

5. Consistently exceeds standards with employment performance at the highest level.

The Performance Review will be conducted in accordance with the Responsibility and Accountability Guidelines set forth in the employee Job Description.

2. The format identified below will be used to identify the tasks included in each Responsibility / Accountability area and to provide an appraisal of each:

   Responsibility / Accountability Area

   - General Description
   - Tasks
   - Performance Rating:
   - Rationale to support the proposed rating

3. Summary

   a) Employee Development

   - describe the areas of positive development that are evident in the employee's work performance since the last review or hiring date.
   - list the development or training that the employee has completed since the last review or hiring date.

   b) Recommendations

   - recommendations to the NVIATS Directors
   - rationale to support the recommendations
   - Future training identified by the employee and the reviewing officer

ASSESSMENT AGAINST JOB DUTIES
PROGRAM OFFICER

1. Market NVIATS programs and develop projects to organizations to create employment and training opportunities.

2. Demonstrated ability to assess and make recommendations on proposals for funding under NVIATS programs.

3. Prepare and finalize formal contract documents to ensure that legal and program requirements are satisfied.

4. Demonstrated ability to initiate the direct purchase of special training courses.

5. Demonstrated ability to monitor the contractual agreements and support the activities of the participants to ensure compliance with NVIATS program criteria, and to enhance the potential for success of approved agreements.

6. Demonstrated ability to perform other duties in support of RBA such as documentation required under the El program, eg. Contact IV, Participant Information forms, and 5159's.

Performance Assessment

Summary

Employee Development

Recommendations

7. NVIATS Personnel Policies and Procedures

Recruitment and Selection

Advertising of Positions

Vacant or new staff positions may be posted in Band Offices, Aboriginal Organizations, the media, and HRCC's. Job postings will include job descriptions, start date, closing date for the receipt of resumes, necessary qualifications, location of position, and any other information that the NVIATS deems relevant.

After posting of the competition for at least fourteen calendar days, NVIATS shall review the applications and short list 3 to 5 candidates for interviews.

Filling Positions From Within NVIATS

Vacant or new staff positions will first be offered to qualified existing NVIATS staff.

Selection Interview

The overriding principle shall be selecting the most appropriate person for the position in comparison to the other candidates. All interviews shall be based on a mixture of structured and unstructured questions, and where applicable, problem solving scenarios. All interviews for the same position will have identical questions, interviewed by the same number of people, and the same people, where possible. Candidates will not have the opportunity to review the questions beforehand.

Once a candidate is selected, references will be checked. Where references are not former supervisors, those individuals will be contacted for their feedback.

Hiring Decision

The successful employee should be notified as soon as possible. An offer, listing salary and start date will be made. All unsuccessful candidates will be notified that a successful candidate has been chosen, and all applications should be kept on file for future reference.

Orientation

Orientation shall take place during the first week of work. Issues to be covered include:

Organizational

- History of the NVIATS
- Services provided
- NVIATS Organizational structure
- Overview of service delivery
- Disciplinary regulations
- Layout of physical facilities
- Employee handbook
- Probationary period

Employee Compensation

- Pay scales and paydays
- benefits
- Vacation and Holidays
- Breaks

Job Duties

- Job location(s)
- Overview of job
- Job Tasks
- Job objectives
- Relationship to other jobs

Training

Initial Training

The Programs Officer and Client Services Officer will receive initial training in the following areas:

1. Proposal development
2. Contracting
3. Monitoring
4. Close out
5. Reporting
6. Programs
7. Contact IV

8. National and Provincial Aboriginal Human Resource Development Structure

The Administrative/Finance person will receive training in the following areas:

1. History of the NVIATS
2. Services provided
3. NVIATS Organizational structure
4. Administrative procedures
5. Financial procedures
6. Programs

<u>On Going Training</u>

Additional on going training will be provided, as needed, in the following areas:
1. New programs
2. New financial or reporting criteria
3. Computer training
4. Other areas, as defined by the Directors

Evaluations

All employees will receive a written evaluation as soon after the completion of the probationary period and its preparation will be conducted by the President or his/her delegate at a time they deem appropriate. Other evaluations may be done at the discretion of the President.

Conditions of Employment

<u>1. Rates of Pay</u>

Rates of pay will be based on annual salary scales set by the Board of Directors and will be reviewed annually.

<u>2. Pay periods</u>

Salaries shall be paid semi - monthly.

<u>3. Hours of Work</u>

Hours of work shall be from 8:30am to 4:30pm, with a one hour lunch break from 12:00pm to 1:00pm. The normal workday is 7 hours long; the normal workweek is 35 hours long.

4. Overtime

All employees will be expected to work overtime from time to time. There shall be no financial remuneration for overtime work. Employees required to work overtime shall receive compensatory time off at a 1.5:1 ratio. All accumulated overtime shall be taken off within 60 days of accumulation.

5. Vacation Leave

All employees are entitled to annual leave based on their years of service with the NVIATS. Vacation leave is based on the calendar year from the starting date of employment with the Society:

- The first to the third year - ten working days annual leave
- The fourth to the fifth year - fifteen working days annual leave
- The sixth to tenth year - twenty working days of annual leave
- Over ten tears will begin at twenty five working days of annual leave.

6. Statutory Holidays

The following days are considered to be designated paid holidays:

New Year's Day	Good Friday	Easter Monday
Christmas Day	Boxing Day	Labour Day
Thanksgiving Day	Remembrance Day	Victoria Day
Canada Day	B.C. Day	National Aboriginal Day

In regards to statutory holidays, the following conditions also apply:

- In addition to the designated paid holidays, any other holidays proclaimed as provincial, federal or civic holidays in the employee's normal work area shall be designated as paid holidays.
- When a designated holiday coincides with an employee's day of rest, the holiday shall be moved to the employee's first working day of rest.
- When a designated paid holiday falls during an employee's vacation time, the employee shall be granted one additional vacation day.
- Should an employee be required to work on any designated paid holiday, two days off with pay shall be granted.

7. Leave with pay

Bereavement Leave
Paid leave of absence will be granted for Bereavement leave if the death involves the employees immediate relatives, which is defined as great grandparents, grandparents, mother, father, (or alternately stepmother,

stepfather or foster parents), husband, wife, common law spouse, permanent companion, son, daughter, great grandchildren, sister, brother, nephew, niece, uncle, aunt, cousin.
An employee is entitled to no more than five days leave with pay. In addition, two days pay may be allowed for traveling time.

Funeral leave for up to one day may be granted, but not in addition to bereavement leave, for the attendance of a funeral.

Compassionate Leave
NVIATS employees are entitled to apply for a maximum three days compassionate leave with pay, per occurrence, for serious, potentially life threatening illness or injury of an immediate or extended family member, as defined in the above section.

Court Leave
The employer shall grant leave with pay to the employee who is required:
- to be available for jury selection
- for jury duty
- by subpoena or summons to attend as a witness in a court proceeding

Sick Leave
Sick leave will be granted with pay at a rate of one and one half (1.5) days per month for a total of fifteen days per calendar year. Any sick leave after two days of absence will require a doctor's note.

Employees must report their absence within one hour of normal starting time.

Marriage Leave
All employees who have completed one continuous year of employment shall be eligible for two days paid leave on the occasion of their marriage.

Paternity Leave
All NVIATS male employees shall be granted three days of paid leave for needs related to the birth or adoption of his child.

Professional Development Leave
The NVIATS agrees to provide the employee with professional development leave based on the human resource plan for the organization. Prior approval by the Board of Directors is required

Upon successful completion of any educational program attained through a recognized educational institute, NVIATS will reimburse tuition if it can be shown that the course is directly related to the job. The tuition will have to paid in advance by the employee.

Food Fishing
Every employee is eligible for two days off per year for food fishing purposes.

8. Leave without pay

Maternity Pay
An employee who has been employed by NVIATS for six continuous months can maintain her position while on maternity leave for up to six months without pay.

Child Care Leave
All employees who are parents of a newborn child or a newly adopted child may receive childcare leave. If the employee has been employed for six continuous months, they are entitled to 24 weeks of childcare leave, without pay.

Educational Leave
Educational leave of absence can be taken without pay with the prior approval of the Chairperson. At least one month advance notice must be given in order that there is consistency with service delivery to the communities.

Suspension and Discipline

All suspensions and discipline must be in writing after the initial verbal reprimand by his/her supervisor or the Chairperson. All employees have the right to know of any disciplinary action being taken and what the deviation from organizational ethical conduct has been.

Such ethical conduct shall be defined as follows:

1. To execute one's duties in an honest, conscientious and loyal fashion.
2. To display promptness, courtesy and temperance in the performance of one's duties.
3. To maintain standards of confidentiality in regards to the internal operations of the NVIATS
4. To not use one's position for purposes of profit or gain.

In addition to the above, the following shall be considered grounds for dismissal:

1. Incompetence,
2. Insubordination,
3. Unexcused absence or persistent tardiness,
4. Reporting to work under the influence of alcohol or illegal drugs,
5. Theft or damage of NVIATS property, and
6. A third suspension from the job.

The NVIATS will follow a disciplinary system such as:

1. Verbal reprimand by the employees immediate supervisor or the Chairperson**;**
2. Written reprimand with a copy on file;
3. One to three days suspension from work;
4. Suspension for one week or longer; and
5. Discharge for cause

Health and Safety

NVIATS will make reasonable provisions for the safety and well-being of the employee while carrying out his/her duties.

Sexual Harassment

All employees have a right to work within an environment free of sexual harassment. Sexual harassment will not be tolerated in the work place.

Appendix 1

Directors of the NVIATS

1. Ambers, Verna
   Box 90
   Alert Bay, BC
   V0N 1A0
   Phone: (250) 974-5522
   Fax: (250) 974-5952

2. Assu, Don
   P.O. Box 35
   Quathiaski Cove, B.C.
   VOP 1NO
   Phone: (250) 285-3452
   Fax: (250) 285-3452

3. Dawson, Dick
   7255 Thunderbird Way
   Port Hardy, B.C.
   V0N 2P0
   Phone: (250) 949-7696

4. Henderson, Prilla
   1400 Weiwaikum Road
   Campbell River, BC
   V9W 5W8
   Phone: (250) 286-3263
   Fax: (250) 286-3268

5. Pollard, Bob
   1400 Weiwaikum Road
   Campbell River, BC
   V9W 5W8
   Phone: (250) 286-6949
   Fax: (250) 287-8838

6. Speck, George
   P.O. Box 210
   Alert Bay BC
   V0N 1A0
   Phone: (250) 974-5556
   Fax: (250) 974-5900

KWAKIUTL DISTRICT COUNCIL MEMBER BANDS

K.D.C. (SOUTHERN OFFICE) 1400 WEIWAIKUM ROAD CAMPBELL RIVER, B.C. V9W 5W8	CONTACT: PRILLA HENDERSON	PH: 286-3263 FAX: 286-3268
K.D.C. (NORTHERN OFFICE) P.O. BOX 2490 PORT HARDY, B.C. VON 2PO	CONTACT: PRILLA HENDERSON	PH: 949.9433 FAX: 949-9677
CAMPBELL RIVER FIRST NATION 1400 WEIWAIKUM ROAD CAMPBELL RIVER, B.C. V9W 5W8	CONTACT: CHIEF AUBREY ROBERTS BAND MGR: NANCY HENDERSON	PH: 286-6949 FAX: 287-8838
CAPE MUDGE FIRST NATION P.O. BOX 220 QUATHIASKI COVE, B.C. VOP 1NO	CONTACT: CHIEF RALPH DICK BAND MGR: BRIAN KELLY	PH: 285-3316 FAX: 285-2400
COMOX FIRST NATION 3320 COMOX ROAD COURTENAY, B.C. V9N 3P8	CONTACT: CHIEF ERNEST HARDY BAND MGR: MELINDA KNOX	PH: 339-4545 FAX: 339-7053
GWA'SALA'NAKWAXDA'XW P.O. BOX 998 PORT HARDY, B.C. VON 2PO	CONTACT: CHIEF JAMES WALKUS BAND MGR: DENNIS UMPLEBY	PH: 949-8343 FAX: 949-7402
KWAKIUTL FIRST NATION P.O. BOX 1440 PORT HARDY, B.C. VON 2PO	CONTACT: CHIEF RITA HUNT BAND MGR:	PH: 949-6012 FAX: 949-6066
KWIAKAH FIRST NATION 1440 ISLAND HIGHWAY CAMPBELL RIVER, B.C. V9W 2E3	CONTACT: CHIEF STEVEN DICK BAND MGR:	PH: 286-1295 FAX:
MAMALELEQALA-QWE-QWA 1441 A OLD ISLAND HIGHWAY CAMPBELL RIVER, B.C. V9W 2E4	CONTACT: CHIEF BOBBY SEWID BAND MGR: ROBERT JOSEPH	PH: 287-2955 FAX: 287-4655
QUATSINO FIRST NATION P.O. BOX 100 COAL HARBOUR, B.C. VON 1KO	CONTACT: CHIEF BOB CHARLIE BAND MGR: HELEN WALLAS	PH: 949-6245 FAX: 949-6249
DA'NAXDA'XW FIRST NATION P.O. BOX 330 ALERT BAY, B.C. VON 1AO	CONTACT: CHIEF WILLIAM GLENDALE BAND MGR: BILL WASDEN	PH: 974-2179 FAX: 974-2109
TLATLASIKWALA FIRST NATION	CONTACT: CHIEF TOM WALLACE	PH: 949-7297

P.O. BOX 578 PORT HARDY, B.C. VON 2PO	BAND MGR:	FAX: 949-7294 CELLPH: 974-8034

MUSGAMAGW TRIBAL COUNCIL MEMBER BANDS

MUSGAMAGW TRIBAL COUNCIL P.O. BOX 90 ALERT BAY, B.C. VON 1AO	CONTACT: YVON GESINGHAUS (ADMINISTRATOR)	PH: 974-5516 FAX: 974-5466
KWA-WA-AINEUK FIRST NATION P.O. BOX 344 PORT MCNEILL, B.C. VON 2RO	CONTACT: CHIEF CHARLIE WILLIAMS BAND MGR: AUDREY WILLIAMS	PH: 949-8732 FAX:
KWICKSUTAINEUK FIRST NATION P.O. BOX 491 ALERT BAY, B.C. VON 1AO	CONTACT: CHIEF SANDY JOHNSON BAND MGR:	PH: 974-3004 FAX: 974-3007
NAMGIS FIRST NATION P.O. BOX 210 ALERT BAY, B.C. VON 1AO	CONTACT: CHIEF BILL CRAMNER BAND MGR: LAWRENCE AMBERS	PH: 974-5556 FAX: 974-5900
TSAWATAINEUK FIRST NATION KINGCOME INLET, B.C. VON 2BO	CONTACT: CHIEF WILLIE MOON BAND MGR: ROBIN DAWSON	PH: 974-3013 FAX: 974-3005

INDEPENDENT FIRST NATIONS

TLOWITSIS-MUMTAGILA FIRST NATION 141 BEECH STREET CAMPBELL RIVER, B.C. V9W 5G4	CONTACT: CHIEF JOHN SMITH ADMINISTRATOR: KERRY FARRINGTON	PH: 830-1708 FAX: 830-1709
WHE-LA-LA-U AREA COUNCIL P.O. BOX 150 ALERT BAY, B.C. VON 1AO	CONTACT: PEARL HUNT (ADMINISTRATOR)	PH: 974-5501 FAX: 974-5904

NATIVE ORGANIZATIONS IN NVIATS AREA

NUU-CHAH-NULTH TRIBAL COUNCIL P.O. BOX 1383 PORT ALBERNI, B.C. V9Y 7M2	PH: 250-724-5757	FAX: 250-723-0463
GWA SALA COLLEGE P.O. BOX 5120 PORT HARDY, B.C. VON 2PO	PH: 250-949-8341	FAX: 250-974-2608
KWAKIUTL LAICH-KWIL-TACH NATIONS TREATY SOCIETY 1441 A OLD ISLAND HIGHWAY CAMPBELL RIVER, B.C. V9W 2E4	PH: 250-287-9460	FAX: 250-287-9469
LAICHWILTACH FAMILTY LIFE SOCIETY 200 – 1381 CEDAR STREET CAMPBELL RIVER, B.C. V9W 2W6	PH: 250-286-3430	FAX: 250-286-3483
NAMGIS HEALTH CENTER P.O. BOX 290 ALERT BAY, B.C. VON 1AO	PH: 250-974-5522	FAX: 250-974-2736
NUYUMBALEES SOCIETY P.O. BOX 8 QUATHIASKI COVE, B.C. VOP 1NO	PH: 250-285-3753	FAX: 250-285-3733
UMISTA CULTURAL SOCIETY P.O. BOX 253 ALERT BAY, B.C. VON 1AO	PH: 250-974-5403	FAX: 250-974-5499
WACHIAY FRIENDSHIP CENTER P.O. BOX 3204 COURTENAY, B.C. V9N 5N4	PH: 250-338-7280	FAX: 250-338-7294
A'TLEGAY FISHERIES 1441 B 16TH AVENUE CAMPBELL RIVER, B.C. V9W 2E4	PH: 250-287-8882	FAX: 250-287-9719
KWAKIUTL TERRITORIAL FISHERIES COMMISSION P.O. BOX 120 ALERT BAY, B.C. VON 1AO	PH: 250-974-2274	FAX: 250-974-2223
UPPER ISLAND WOMEN OF NATIVE ANCESTRY P.O. BOX 3316 COURTENAY, B.C. V9N 5N5	PH: 250-334-9591	FAX: 250-338-9515

HRCC ABORIGINAL LIAISON LIST

Office	Liaison Person	Phone
Abbotsford		
Chilliwack	Judy Douglas	(604) 792-1371 Loc. 218
Burnaby	Sharel Wright	(604) 437-3761 Loc. 343
Coquitlam	Helga Crosby	(604) 945-1661
Kamloops	Colleen Haines	(250) 372-2515 Loc. 226
Salmon Arm	Phyllis Campbell	(250) 832-8083
Kelowna	Diane Marit	(250) 762-3018 Loc. 338
Penticton	Wayne Beggs	(250) 492-3848 Loc. 206
Vernon	Susan Finn	(250) 545-2125 Loc. 225
Nanaimo	Sue Kedric	(250) 754-0222 Loc. 329
Campbell River	Gerri Weiner	(250) 286-6212 Loc. 310
Comox	Lonni Baker	(250) 334-3151 Loc. 318
Cowichan	Ines Gillam	(250) 748-5231 Loc. 363
Pt. Alberni	Giselle Wikelund	(250) 724-0151 Loc. 231
Powell River	Karen Roberts	(604) 485-2721 Loc. 26
Nelson	Bobbie Cochrane	(250) 352-3155 Loc. 117
Cranbrook	Sylvia McIver	(250) 489-4101 Loc. 236
Trail	Bobbie Cochrane	(250) 352-3155 Loc. 117
North Vancouver	Mike Whelan	(604) 988-1151 Loc. 2135
Prince George	Mike Davidson	(250) 561-5200 Loc. 215
Peace-Liard	Ros Kalb	(250) 787-3475
Quesnel	Dwight Pujol	(250) 992-5538 Loc 24
Williams Lake	Ron Currie	(250) 392-4184 Loc. 220
Saanich	Laurel Gordon	(250) 727-6551 Loc. 209
Surrey	Karl Leon	(604) 590-3346 Loc. 265
Terrace	Alice Bannister	(250) 635-7134 Loc. 268
Vancouver	Laverne Edwards	(604) 872-7431 Loc. 241
Victoria	Andrew Lane	(250) 363-8288 Loc. 3826
Whitehorse	Allan Chisholm	(867) 667-5083 Loc 235

Aboriginal Human Resource Development Agreements – BC / Yukon

Aboriginal Management Board Area	AHRDA SIGNER	ADDRESS	CONTACT
Skeena cmedeek@osg.net	Skeena Native Development Society	P.O. Box 418 Terrace, BC V8G 4B2	Clarence Nyce Tel: (250) 635-8730 Fax: (250) 635-1414
Prince George / Nechako pgnata@bcgroup.net	Prince George Nechako Aboriginal Employment and Training Association /	1591 4th Ave Prince George, BC V2L 3K1	Karin Hunt Tel: (250) 561-1199 Fax: (250) 561-1149

	Society		
North East nenas@fsj.net fnnation@pris.bc.ca	North East Native Advancing Society	Box 6847 Fort St. John, BC V1J 4J3	Kathi Dickie Tel: (250) 774-7257 Fax: (250) 785-0858
Central Coast / Fraser Valley snhrd@stolonation.bc.ca	Sto:lo Nation Human Resource Development	Bldg. #4 – 4201 Vedder Rd., Chilliwack, BC V2R 4G5	Roy Mussell Tel: (604) 858-3691 Fax: (604) 858-3528
Cariboo / Chilcotin y.smith@ccaetc.com	Cariboo – Chilcotin Aboriginal Training Education Centre Society	204-240 Oliver St. Williams Lake, BC V2G 1M1	Yvonne Smith Tel: (250) 392-2510 Fax: (250) 392-2570
Central Interior sntcstep@secwepemc.org	Shuswap Nations Tribal Council Society	Suite 304 – 355 Yellowhead Highway Kamloops, BC V2H 1H1	Cheryln Billy Tel: (250) 314-1511 Fax: (250) 374-6331 George Saddleman: Tel: (250) 378-4235 Fax: (250) 378-9119
North and West Coast Vancouver Island andersen@cr.island.net netb@island.net	North Island / Nuu-chah-nulth Tribal Councils Aboriginal Management Society	1441 C 16th Avenue Campbell River, BC V9W 2E4	Bob Andersen Tel: (250) 286-3455 Fax: (250) 286-3487 Jack Cook Tel: (250) 724-3131 Fax: (250) 723-0463
South Vancouver Island Danny.henry.csets@home.com	Coast Salish Employment and Training Society	103 B 5462 Trans Canada Highway Duncan, BC V9L 6W4	Michelle Williams Tel: (250) 746-5865 Fax: (250) 746-0189
Vancouver / Sunshine Coast Maureen@firstnationsemployment.com	First Nations Employment Society	Suite 101 – 440 Cambie Street Vancouver, BC V6B 2N5	Maureen Leo Tel: (604) 605-7194 Fax: (604) 605-7195
Okanangan / Kootenay kareneh@silk.net	Okanagan / Ktunaxa Aboriginal Management Society	C/o Okanangan Training & Development Council (OTDC) 101 – 1865 Dilworth Drive Suite 339 Kelowna, BC V1Y 9T1	Karen Abramsen Tel: (250) 769-1977 Fax: (250) 769-1866
Vancouver Urban Agreement taragilbert@telus.net	Aboriginal Career & Employment Services	#110-1607 East Hastings Street Vancouver, BC V5L 1S7	Tara Gilbert Tel: (604) 251-7955 Fax: (604) 251-7954
BC Provincial Office rvallee@mpc.bc.ca	Metis Provincial Council of BC	Suite 1128 789 West Pender St Vancouver, BC V6C 1H2	Russell Vallee Tel: (604) 801-5853

Employment / Training Web Sites

BC WorkinfoNET: Making useful labour market and career information accessible to British Columbians.
http://workinfonet.bc.ca/

NIEFS - North Island Employment Foundations Society
http://www.crefs.net/

HRDC National Youth Site - Youth Service Canada
http://youth.hrdc-drhc.gc.ca/programs/ysc2.shtml

BC Work Futures 2000 Home
http://workfutures.bc.ca/EN/def/home_e1.html

Ministry of Labour: Employment Standards Branch
http://www.labour.gov.bc.ca/esb/welcome.htm

Welcome to Community Futures Development Corporation of Strathcona web site!
http://www.strathfutures.bc.ca/

JobHuntersBible.com: Test & Advice Sites
http://www.jobhuntersbible.com/counseling/counseling.shtml

Welcome to Statistics Canada
http://www.statcan.ca/start.html

Centre for Education Information Standards & Services (CEISS)
http://www.ceiss.org/

Canada/British Columbia Business Service Centre
http://www.sb.gov.bc.ca/smallbus/sbhome.html

Open Learning Agency Website
http://www.ola.bc.ca/

Welcome to Job Futures
http://www.hrdc-drhc.gc.ca/JobFutures/english/index.htm

Welcome to HRDC / Bienvenue au DRHC
http://www.hrdc-drhc.gc.ca/

Private Training Outcomes Survey - Results and Related Information
http://workinfonet.bc.ca/lmisi/ptosurvey/index.htm

BC Education - Career Planning for Students and Parents
http://www.bced.gov.bc.ca/careers/planning/

Aboriginal Portal Canada
www.aboriginalcanada.gc.ca

Ministry Of Advanced Education
www.gov.bc.ca/aved

University Of Waterloo Career Development Manual
www.careerservices.uwaterloo.ca/manual-home.html

Work Search
www.worksearch.gc.ca

COLLMI Search Engine
www.collmi.org

Youth Resources Network of Canada
www.youth.gc.ca

Career Paths
www.careerpathsonline.com

Canada Prospects
www.careerccc.org/resources/cccproducts_e.shtm

WorkScene: BC Work Futures for Youth
www.workinfonet.bc.ca/workscene

Career Directions
www.careerccc.org/careerdirections/

Daily Career News
http://workinfonet.bridges.com

Work Destinations
www.workdestinations.org

National Occupational Classification
www.worklogic.com:81/noc/home.html

A Guide to the BC Economy and Labour Market
http://guidetobceconomy.org/

Making Career Sense of Labour Market Information
www.makingcareersense.org

SkillNet
www.prospects.skillnet.ca

Guide for Graduates
www.bced.gov.bc.ca/graduation/

BC Opportunities: Career Planner 2001
http://bcopportunities.com

BC Student Assistance Program
http://www.aved.gov.bc.ca/studentservices/

Opening Doors and PAS BC
www.openingdoorsbc.com

ITAC Career Centre
www.itac.gov.bc.ca

Youth Options BC
www.youth.gov.bc.ca

Surfing for Work in British Columbia
www.surfingforwork.org

Online Job Banks / Labour Exchange
www.workinfonet.bc.ca/websites.html

Canada / British Columbia Business Service Centre
www.sb.gov.bc.ca

Career Exploration
http://www.jobboom.com/conseils/top-100.html

Economic Development Programs
http://www.ainc-inac.gc.ca/ps/ecd/edp_e.html