



**Application Guidelines**

**Request for Proposals (RFP)**

**Independent Contractor Opportunity for:**

**Sector Specific Coach (Clinical Administration) for Healthcare Connections**

**For the period: January 29, 2018 – March 31, 2018**

**Issued: Thursday, January 11, 2018**

**Application Deadline: Friday, January 19, 2018 5:00 pm**

**1. ACCES Employment Overview:**

**Our Vision**

*A fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.*

**Our Mission**

*ACCES Employment assists job seekers from diverse backgrounds facing barriers to employment, to integrate into the Canadian job market. We achieve this by providing employment services, linking employers to skilled people and building strong networks in collaboration with community partners.*

ACCES Employment has over 30 years of experience delivering a broad range of effective employment services to all job seekers in the communities we serve, and we specialize in serving internationally-trained individuals. In 2015-2016, ACCES delivered Employment Ontario services to over 20,000 clients at our 5 GTA locations - Toronto, Scarborough, North York, Mississauga and Brampton. As a not-for-profit corporation, ACCES receives funding from all levels of government, corporate sponsors, various supporters and the United Way of Toronto.

As an Employment Ontario service provider, ACCES offers fully equipped resource centres, information and referral services, individualized employment counseling, job search workshops, and direct employer placement and post-hire supports across all 5 of our locations.

ACCES has integrated a unique series of sector-specific training programs into our core employment services. These programs help newcomers to find and maintain employment in Canada that reflects their professional experience, skills and education. Our programs include: *Engineering Connections, Financial Services Connections, Human Resources Connections, Sales and Marketing Connections, IT Connections, Supply Chain Connections, Leadership Connections, Entrepreneurship Connections, Youth Jobs Connections, Canadian Employment Connections, Employment Connections for Newcomer Youth, HealthCare Connections and the Trades Project*. We also provide workplace language and communications training through our *Talk English Cafés* and our *Language for Workplace Connections* program. As well, ACCES has over 12 years of experience delivering the *START* program, a pre-employment program for women which combines computer training with a life skills and employment preparation curriculum.

For additional information about our services, please visit our website at [www.accesemployment.ca](http://www.accesemployment.ca)

**2. The Request For Proposal:**

This Request for Proposals (RFP) is issued by ACCES Employment (ACCES) for the purpose of identifying organizations or individual professionals that may qualify to be awarded a temporary contract related to the services described in **Section 8 – Project Goals**.

Interested parties are asked to read this invitation carefully and are invited to submit an application in accordance with these instructions.

**3. ACCES is not Committed to Applicant's Expenses:**

The application process will not necessarily result in a commitment to sign a contract with the Applicant. ACCES shall not be liable for any expenses incurred by any Applicant, including the expenses associated with the cost of preparing the Application.

**4. Distribution of the Request For Proposals:**

This RFP has been released:

- By notice to a broad spectrum potential applicants as identified by ACCES
- By publication on ACCES's website
- By publication on Settlementatwork.org's website
- By publication on Charity Village's website

**5. Entering into a Contract with ACCES:**

The successful applicant will be required to sign a Master Service Agreement (MSA) and a Statement of Work (SOW) with ACCES. The (MSA) will be signed with a termination date of March 31, 2018. Subject to funding renewal, a yearly (SOW) will be issued at the beginning of each fiscal year outlining the scope of work, payment terms, and additional details.

Please be advised that successful Applicants will be required to:

- (a) provide the services for a defined period of time;
- (b) provide monthly invoices or an invoice to ACCES on account of their services;
- (c) provide ACCES with an HST number for their business; and
- (d) report their income and directly remit the payment of all taxes or payments assessed or levied against or in respect of their business, including income tax, Canada Pension Plan, and all other premiums or levies required by law to the appropriate Government Agency.

In addition:

- Applicants responding to this RFP may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded. The successful applicants will be required to adhere to all ACCES HR Policies.
- Organizations responding to this RFP may be required to provide proof of Liability Insurance Certificate and WSIB.

**6. External Factors:**

ACCES reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

ACCES programs and services receive funding from various sources and therefore all contracted services are subject to budget constraints.

**7. Selection Process:**

ACCES will review all applications. Applications will be judged based on the quality of response, experience, qualifications and cost.

References will also be included as part of the evaluation.

Interviews may be requested by the ACCES Selection Committee, in addition to a requirement for additional written materials, to ascertain the qualifications of applicants.

ACCES reserves the right to reject any or all proposals. Proposals may be rejected if incomplete, illegible or conditional.

**8. Project Goals:**

This RFP is seeking a contractor to provide one-to-one post-employment support through sector-specific workplace coaching to our clients in the Healthcare Connections program. Clients will receive coaching as needed that is geared to improve their business and workplace communication skills as well as guidance on career development and career advancement within the context of clinical or hospital administration.

**9. Scope of Services:**

The scope of services consists of providing one-to-one coaching to clients to enhance their awareness of Canadian workplace norms and improve their understanding of sector-specific practices as well as technical jargon and terminology within the Canadian context.

Additionally, the Scope of Services includes, but is not limited to:

1. One-to-one communication and pronunciation coaching; document editing; and employment coaching delivered in-person or through telephone, email, and/or online platforms;
2. One-to-one workplace communication coaching specific to communication nuances; occupational terminology; networking strategies; and building sector-specific relationships;
3. Working with employers to identify key elements of their corporate culture and expectations, and then imparting that information to their new hire.

**10. Qualifications:**

- Minimum 5 years of work-related experience in clinical or hospital administration
- Solid understanding of the impact of language, culture and communication competencies in the clinical or hospital environment
- Experience working with IEHPs and a corresponding sensitivity to the challenges that accompany 'Role Shock' and loss of status
- An overarching understanding of Regulated Health Professions in Ontario/Canada
- Strong interpersonal and communication skills

**11. How to Apply:**

All applicants must

- Enclose a Curriculum Vitae (CV)
- Enclose a cover letter outlining your relevant qualifications and professional experiences
- Provide a rate/fee schedule, including HST number
- Include a minimum of two professional references

**Please note that any hospitality, incidental, food, travel and other expenses will not be reimbursed.**

Submit application by **Friday, January 19, 2018 5:00 pm** via e-mail, fax or mail to:

Selection Committee  
ACCES Employment  
489 College Street, Suite 100  
Toronto, Ontario, M6G 1A5  
Fax: 416.664.6364  
**hr@acesemployment.ca**

*In order to be fair to all proponents, late submissions, phone calls or e-mails to discuss the applications status will not be accepted. Only shortlisted applicants (individuals/organizations) will be contacted.*