

Position Title: Facilitator/ Employment Resource Advisor (Temporary role)

Department: Settlement & Employment

Reports to: Settlement & Employment Services Manager

Summary

Under the general supervision of the Employment Lead, the Facilitator/Employment Resource Advisor is responsible for working closely with job seekers, supporting them with their goals through virtual workshops, one-to-one workshops, phone support, and by providing one to one support in the Resource Room. The Facilitator/Employment Resource Advisor will ensure that job seekers access a variety of program workshops to enhance employability (i.e. job search skills, career exploration, life skills). This role is responsible for completing client progress notes and entering data using ICM in a timely manner. The Facilitator/Resource Advisor will develop and modify workshop materials to ensure program participants are receiving the most up-to-date and client-focused job search tools.

Key Responsibilities

Resource Room Services

- Support Clients in completing the Online Employment Services (OES) registration for self-serve and case managed services
- Work one-to-one with clients in a drop-in setting to assist them with all employment related needs
- Maintain job posting boards in Resource Centre and update weekly based on client demographics and needs for the Centre
- Maintain community service, skills training, educational, career workshops and job fair event boards and ensure information posted is current
- Share job postings, hiring events and upcoming program information with employment team on a weekly basis

Workshop Facilitation

- Deliver a variety of program workshops to enhance clients' employability (i.e. job search skills, career exploration, life skills) using a variety of delivery methods including online, in-person and over the telephone.
- Create workshop content and deliver curriculum and workshop materials including resume writing, personal development, career exploration, interview skills, problem solving and decision making based on client needs
- Maintain up to date information on labour market trends, employment issues, job training, job opportunities, programs etc.

- Engage with clients to ensure that they are implementing their employment strategies and follow up through one-on-one coaching and support
- Customize clients' resumes to fit identified opportunities and conduct mock interviews to prepare clients for the job interviews
- Provide client progress notes using ICM in a timely and professional manner
- Provide follow up and support clients to achieve sustainable employment
- Research, organize, implement, monitor and document job search for clients
- Be familiar with and able to utilize various online/virtual platforms to deliver workshops and one-to-one client support
- Work as part of a team to deliver a comprehensive program designed to meet individual needs of clients
- Liaise with employers in the community to organize hiring fairs, employer panels and job postings
- Act as a champion of the program, promoting our services throughout community and offsite workshops/presentations
- Work Closely with the Quality Assurance team and the Manager to ensure accuracy in data entry and service delivery
- Other related duties as assigned

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement NSMS's values of excellence, diversity and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of the North Shore Multicultural Society.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are meet on time and according to agreed standards.

Minimum Qualifications

- Candidates must have strong employment counselling skills and understanding of the labour market on the North Shore & in the Lower Mainland more generally
- 3+ years of proven experience in developing and facilitating employment related

workshops, such as job search, basic life skills, essential work skills and soft skills

- Strong individual and group facilitation skills and ability to comfortably delivery online workshops and provide one-to-one support using online tools
- Up to date with the latest job search, career exploration and labour market materials
- Strong team player
- Knowledge and experience in coaching and mentoring clients in respect to job exploration
- Experience in working with diverse individuals with clients with complex barriers
- Ability to work in a flexible environment and relate well with others
- Must have a minimum B.A., CCDP certification considered an asset.
- Advance MS Office and database skills

Additional Information

Hours: 35 hours / week

Salary Range: \$23.00 – 27.00 per hour dependent on experience

Temporary Position

Please send resume and cover letter by January 11, 2021 to:

hr@nsms.ca

Reference: Facilitator / Employment Resource Advisor

Resumes will be reviewed upon submission

North Shore Multicultural Society is an Equal Opportunity Employer. Only short-listed applicants will be contacted.
No phone calls please.