



Vacancy Postings:

Competition #2019-03-15 IES (for Immigrant Employment Specialist positions) Competition #2019-03-15 IEYS (for Immigrant Employment Youth Specialist positions)

Posting Date:	March 15, 2019
Closing Date:	March 29, 2019. Posting will remain open after this date until the position is filled
Position:	Immigrant Employment Specialists (two full-time positions); and Immigrant Employment Youth Specialists (two full-time positions)
Hours of Work:	35 hours per week
Contract Period:	April 1, 2019, to March 31, 2020
Location of Work:	Immigrant Employment Specialists – To be determined Immigrant Employment Youth Specialists - 930 Balmoral Road, Victoria
Rate of Pay:	\$23.05 per hour as of April 1, 2019 (benefits after successful completion of probation period)

The Inter-Cultural Association of Greater Victoria (ICA) helps individuals and organizations connect across cultures. We provide information, support and tools to help immigrants reach their goals. By engaging people through networks, education and arts programming, we create a welcoming community. ICA offers services for newcomers, including settlement and integration counselling, translation and interpretation, English classes, mentoring, volunteer matching, and peer support. We also provide outreach and education in the community through arts programming, as well as workshops on anti-racism, multiculturalism, diversity awareness, immigration and human rights.

Job description

Provide clients with appropriate resources and supports under the guidelines of multiple programs through the Ministry of Social Development and Poverty Reduction (WorkBC), Immigration, Refugees and Citizenship Canada (IRCC); Ministry of Jobs, Trade and Technology and other funding agencies. Demonstrated knowledge in the areas of federal and provincial related programs and all aspects of career counselling, mentoring, facilitation, case management, youth unemployment and working with clients facing multiple barriers to employment. Develops and facilitates groups in employment related workshops. This is a multifaceted position and requires an individual that is able to balance superior client service with other responsibilities and multiple contract requirements.

Qualifications

Undergraduate degree preferable with a career development, employment counselling, psychology, or social services background and BC Certified Career Development Probationer's Certificate. Related professional courses on employment-related themes. Minimum diploma in a related field or an equivalent combination of education, training and experience may be considered.

At least three or more years direct or relevant experience as an employment counsellor or case manager. Two to five years' experience dealing with individuals and facilitating groups of hard to employ clients facing barriers to employment. Solid knowledge of the Canadian and local labour market, Canadian workplace practices, job search strategies and techniques; knowledge of ethical practices in employment counselling and career development. Two to three years of previous work experience in a similar environment (social services, nonprofit organization) and experience working with persons from a wide variety of cultural and ethnic backgrounds on employment-related issues. Proven ability to work effectively and achieve results with individuals with specialized needs and multi-barriers to employment. Experience working with immigrants and/or refugees preferred. Established relationships with local employers and the community is preferred. Proficiency in one of the predominant settlement languages and/or immigration experience is an asset.

Key duties/responsibilities

- Establishes a rapport and working relationship with clients.
- Determines client eligibility with regard to service and program criteria.
- Provides support to newcomer clients in understanding the local labour market and assists clients in the use of resources and technology for job search activities.
- Develops and facilitates employment related training workshops such as job search, career planning, orientations, and short-term life skills programs (as applicable).
- Conducts outreach to client and employers and the community to promote program services.
- Provides employment counselling in individual appointments
- Interviews and assesses clients for job readiness and service needs
- Provides clients with job postings, and introductions to employers when possible.
- Completes formal employment needs assessment, identifying and documenting individual employment strengths, needs and barriers to employment.
- Assists clients with the development of personalized Action Plans, identifying strengths and barriers to employment, establishing clear employment goals and outline the steps required to lead to employment.
- Prioritizes services and manages available funds based and maximum averages.
- Provides ongoing follow-up support to clients establishing dates for regular contact based on individual client need, monitor client activity with service delivery partners.
- Maintains up to date client information in databases ensuring proper documentation of all communication with participant, ministry and service providers.
- Assists clients to develop and implement strategies that address their unique job search, career planning, skill enhancement and//or employment maintenance issues.
- Coach clients in the development of tools and strategies required for an effective job search assisting with resume, cover letter and related key job search documents.
- Participates in employment-related training opportunities to stay current on issues impacting ICA's clients.
- Participates in regular team and organization-wide staff meetings; Follows all ICA policies and administrative procedures; Other related duties as assigned.

Job skills and abilities

- Demonstrate knowledge of career development theories and work search strategies as they apply to immigrant and refugee newcomers.
- Understand the job placement and career development challenges of immigrant and refugee newcomers.
- Build and maintain relationships and networks with employers and business community associations to assist immigrant and refugee newcomers with placement, workplace integration and job retention.
- Foster self-reliance and self-management in immigrant and refugee newcomers.
- Conduct in-depth personal, career and vocational assessments; Develop timely, realistic and effective action plans; Maintain client engagement to achieve outcomes.
- Foster self-reliance and self-management in immigrant and refugee newcomers.
- Understand and respond to client reactions to career transition and challenges and provide culturally appropriate counselling.
- Understand the objectives of all the employment services programs offered at ICA and work effectively with other Immigrant Employment Specialists/Youth Specialists.
- Use technology effectively to assist immigrant and refugee newcomers through the job search process.
- Demonstrate the ability to work as a member of a team, including other employment services staff, settlement workers, care for newcomer children workers, and support workers, to address employment and settlement needs of clients.
- Manage client data and document client progress effectively and accurately.
- Create and maintain professional boundaries.
- Practice time and resource management techniques.
- Demonstrate critical thinking and problem-solving techniques.
- Demonstrate networking and relationship building.



For ICA Immigrant Employment Youth Specialists

- Build and maintain relationships and networks with employers to assist immigrant and refugee newcomer youth/at risk youth with placement, workplace integration and job retention.
- Demonstrate knowledge of the social and emotional needs of immigrant and refugee youth/at risk youth.
- Understand inter-cultural family dynamics as it relates to career development.

Additional Information

- Some travel to community locations within Greater Victoria will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours.
- ICA compensates overtime hours with time in lieu.
- Valid BC driver's license and access to a car would be an asset.
- As a condition of hire, a current, clear criminal record check, including vulnerable populations check, and proof of WHMIS training is required.

Closing Date: Please submit a **cover letter and current resume (in pdf. format)**, noting relevant qualifications, language proficiency and experience to the Inter-Cultural Association of Greater Victoria, Attention: HR Manager, via email to careers@icavictoria.org by March 29, 2019. Posting will remain open after this date until the position is filled. **Please quote applicable Competition number in the subject line.**

Please note: This is a unionized position subject to the terms and conditions of our Collective Agreement and of our funding agreements with various funders. As per the Collective Agreement, internal applicants will be given consideration with respect to filling the position prior to external candidates being hired. This position is open to applicants of all genders. This position requires union membership. Only short-listed applicants will be contacted.