



**Vacancy Posting – Competition #2019-03-18 ECA**

**Posting date:** March 18, 2019  
**Closing date:** March 29, 2019. Posting will remain open after this date until the position is filled  
**Position:** Employment Client Advisor  
**Start date:** April 1, 2019  
**Hours of work:** 17.5 hours per week  
**Location of work:** 930 Balmoral Road, Victoria BC  
**Rate of Pay:** \$20.18 per hour as of April 1, 2019

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 counseling, employment services, 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**

Determine client eligibility, provide assistance with on-line employment applications, conduct initial intake assessment and refer to appropriate employment programs. Support program clients with administrative duties, including data management. Ensure the effective daily operations of the Resource Centre and assist clients with job search in the Resource Centre. Provide administrative and office support to the employment services program, employment team and the Employment Services Manager. Reports to the Employment Services Manager.

**Responsibilities**

- Administer financial supports to clients as per Case Manager instructions in ICM and/or related databases and policies.
- Responsible for financial support data entry and reconciliation.
- Provide initial intake and assess client eligibility/suitability for referral to ICA employment programs.
- Ensure resource centre computers and printer are in working order and operational.
- Clean and maintain resource centre on a regular basis.
- Maintain and sets up mass communications via email to clients of community organizations for events (job fairs).
- Manage information as central communications centre for Employment Services program
- Greet and assist clients in resource centre.
- Maintain data entry and hard copy files.
- Assist with communications (constant contact and client reminders) as directed by Employment Services Manager and/or supervisor
- Create, populate and manage workshop events in the system.
- Maintain and set up system for billing workshop services.
- Conduct billing of all workshops and maintains client attendance records.
- Generate custom queries and reports from database.
- Ensure that client files are kept safely and securely, and that all applicable rules and policies regarding confidentiality are observed.

## **Qualifications**

Minimum Grade 12 education; Diploma in administration or related discipline preferred (business administration, office management/administration), or equivalent combination of education, training and experience. Experience with employment services programs for adult learners preferred. Experience with ICM an asset. Related professional courses on themes pertinent to office administration, especially proficiency in computer skills and knowledge of relevant software such as MS Office, database applications and bookkeeping or basic accounting experience. Proficiency in a major immigrant language and/or immigration experience, is an asset.

Minimum of three years' experience in an administrative position, preferably in a related field within a high client activity environment offering employment services. Previous work experience in social services or nonprofit organizations and experience working with persons from a wide variety of cultural and ethnic backgrounds is a definite asset. Experience working with immigrants and/or refugees preferred.

## **Job skills and abilities**

- Demonstrate good knowledge of the organization, its systems, processes and programs and how they relate to the employment services and programs for which ICA has been contracted.
- Provide and/or collect clear, concise and accurate explanations and/or information for immigrant and refugee newcomers regarding ICA's Employment Services. Work with other ICA staff as needed.
- Demonstrate an advanced level of computer proficiency and knowledge of a variety of software products, in particular numeracy and basic accounting skills/knowledge, database applications and client management systems (ICM, OCMS, Client Connect, etc.).
- Create, maintain and access records.
- Demonstrate good customer service and customer relations skills, including strong oral communication and problem-solving skills.
- Demonstrate empathy.
- Demonstrate superior organizational and planning skills with a high level of attention to detail and accuracy.
- Practice time and resource management techniques.
- Demonstrate effective team work in a diverse team setting.
- Practice effective interpersonal and intercultural communication techniques.
- Demonstrate conflict resolution techniques.
- Demonstrate knowledge of terms of employment, organizational policies and procedures.
- Demonstrate critical thinking and problem-solving techniques.
- Create and maintain professional boundaries.

## **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 and experience to the Inter-Cultural Association of Greater Victoria, Attention: HR Manager, via email to [careers@icavictoria.org](mailto:careers@icavictoria.org) by March 29, 2019. Posting will remain open after this date until the position is filled. Please quote **Competition 2019-03-18 ECA** 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.