



Assistant Manager – Client Success Career Paths for Skilled Immigrants

At ISSofBC we believe in:

- ❖ **Passion** Helping immigrants start and build a future in Canada
- ❖ **Diversity** Acceptance of individuals' unique needs and aspirations
- ❖ **Teamwork** When you succeed, we succeed

Watch our video [Why I Love Working Here](#)

About CAREER PATHS

The **Career Paths Program** supports skilled immigrants and refugees to fast-track their re-credentialing and employment journey in British Columbia. We do so through customized one-on-one career coaching, group and self-paced online learning on career development and standards in BC, local connections to mentors and skilled professionals, on-site employer tours and networking events, and access to skills enhancement services to fund regulatory or skills upgrading requirements in our clients' chosen occupations.

In **Career Paths**, we believe that with career support from our Career Strategists, Resources Advisor, and Employer Relations Specialists, all our clients can re-align and re-enter their chosen profession here in BC. Our services are tailored to your individuals' education, training, and professional experiences.

As an **Assistant Manager – Client Success**, you will report to the Senior Manager - Career Paths and will assist with the day-to-day operations of the program by supervising and/or coordinating activities of Employer Relation Specialists (ERS) in assigned location(s). You will participate in key employer partner engagement, overseeing networking and mentorship events, staff recruitment, training, and program reporting. As required, you will provide input into program enhancements and the annual budgeting process. Performs reporting and administrative functions as per program and organizational requirements.

How You'll Make a Difference

- Supervises the Employer Relations Specialist team and is primarily responsible for the planning and execution of annual events, key partner and stakeholder engagement series, with a high focus on outcomes-based client interventions to ensure the program meets employment targets
- Develops and implements employer partner initiatives, plans, presentations, and calendar of events and workshops informed by local and provincial trends and stakeholder feedback
- Tracks and reports on KPIs on client outcomes and success stories in the program
- Supervises program staff by performing such activities as overseeing training and providing day-to-day operational guidance, monitoring, and supervision
- Assists in the recruitment of new staff and provides input into and conducts performance evaluations for these staff. Oversees volunteers assigned to the program
- Co-ordinates the scheduling and deployment of staff for group sessions at ISSofBC site and at partners' sites.
- Reviews program client files to ensure files are completed and closed as per established procedures. As required, audits funder's reporting system to ensure accuracy of data transferred
- Provides assistance, crisis management, and subsequent follow-up for high needs clients including coordinating interventions with appropriate agencies
- Monitors the progress of participants and consults with the Senior Manager regarding any unresolved issues/problems
- Ensures that employment services and interventions provided are consistent with program objectives and funder's prescribed process

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- Assists in development activities related to training curriculum, lesson plans, and handouts for the program
- Provides individual and group counselling as required.
- Submits narrative and financial reports to the Senior Manager for inclusion in program reports. Identifies service gaps and makes recommendations to address these issues
- Assists the Senior Manager in program marketing, development of service enhancements, and community partnerships. May assist in the preparation of funding proposals and the annual budget
- Performs other related duties as assigned

What You Bring

University degree or post-secondary training in social services , human resources or other related fields, supplemented by a minimum of three (3) years recent, related experience in talent acquisition/recruiting, and/or employment counselling and/or adult training **OR** a combination of education, training, and experience acceptable to the employer.

What Makes You a Change Maker

- **Strong communicator:** you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner
- **Willingness** to adapt and change based on unique and diverse needs of our staff, clients, external stakeholders, and the public
- **Ability** to independently plan, organize, manage, and control programs or projects
- **Strong knowledge** of the labour market, including issues and trends
- Provide **team leadership** through hiring, onboarding, learning, development, and coaching
- Ability to implement and audit program procedures to ensure compliance with funder guidelines
- Experience in **cross-cultural counselling** in addressing issues disclosed by multi-barriered clients
- **Tech savvy** with the ability to navigate new software effortlessly
- **Service-oriented** with a demonstrated willingness to help the department and the organization achieve desired objectives and targets
- Ability to travel to other ISSofBC locations as required
- Possession of and the ability to maintain a clear provincial criminal record check.

ISSofBC Value Proposition

- Role Salary Range: \$25.31 - \$33.08 per hour
- Expected Starting Range: \$25.31 - \$26.86. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits
- Employer matched RRSP with contributions up to 5%
- Hybrid work opportunity
- Collaborative peers with a wide range of backgrounds and talents
- Inclusive culture
- Innovative workplace with opportunity for new approaches

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

If you are passionate about making a difference, apply now!

Start Date: April 1, 2022

Location: Vancouver, Burnaby, New Westminster, and Surrey

Position: Regular full-time position at 35 hours per week

Closing Date: By 4 pm on Wednesday, March 23, 2022, or open until filled

Email applications must include: "2022-CP-02" and can be sent to: jobs@issbc.org

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.