



**Employment Facilitator, Job Quest**  
(Posted: August 28<sup>th</sup>, 2024 – September 18<sup>th</sup>, 2024)

**Job ID #:** 24081-JQ-EF

**Position:** **Employment Facilitator**

Vancouver WC, Coquitlam & occasionally at other locations of JQ

Temporary Part-Time position at 20 hours per week **starting as soon as possible until March 31<sup>st</sup>, 2025**

**Interested applicants can apply to this position in conjunction with Job ID # 24082-JQ-EF-Youth to make it a full-time position until the end of March 31, 2025**

**At ISSofBC we believe in:**

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

**Why choose us!**

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

**Summary:**

The Employment Facilitator will work within the Job Quest program to provide tailored support and resources directly support unemployed clients in creating job search portfolios (e.g., development and re-targeting of resumes, cover letters, references lists etc.) Vulnerable populations that will access these services include newcomer immigrant and refugee youth (including clients from IRCC-funded Moving Ahead Program), newly-arrived GAR and immigrant clients with low English levels and/or digital skills.

**How You'll Make a Difference**

- Provide workshops in ISSofBC offices (as determined by the program manager) or webinars to give an introduction to *looking for work in Metro Vancouver, Resumes and cover letters and other in-demand topics*. The events would be in English and first language with the help of an interpreter/translator (e.g., Farsi, Arabic, Dari, Spanish, etc., focused on one first language per session). Participants would gain the following:
  - general information about the local labour market and employers' expectations of candidates (English level, computer/digital skills, soft skills, etc.)
  - some examples of entry-level jobs that sometimes accept lower English levels (e.g., dishwasher, kitchen helper, housekeeper/cleaner, overnight shelf-stocker, etc.)
  - understanding of the importance of English speaking and listening skills and the reasons why employers ask for English (i.e., WorkSafeBC, teamwork, and communicating with customers)
- Meet individually with clients to make simple, basic resumes for job search, choosing the resume format most likely to support the client's success (chronological or functional), craft cover letters and reference lists
- Coach clients on going in person to ask for work; role-play common scenarios
- Give introductory interview coaching appropriate to the client's individual needs and abilities
- Encourage clients' self-efficacy and responsibility in their job search
- Enter client data, employment action plans, workshop/webinar data, etc., into New Track

Head office: 2610 Victoria Drive Vancouver, BC V5N 4L2

T: 604-684-2561

[www.issbc.org](http://www.issbc.org)

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ISSofBC's offices are situated on the unceded and ancestral territories of the x<sup>w</sup>məθk<sup>w</sup>əy əm (Musqueam), Sk̓w̓xw'7mesh (Squamish), Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh), Qw'ó:nt'l'an (Kwantlen), q̓ icəy (Katzie), kw̓ikw̓əʔ əm (Kwikwetlem), Qiq̓ĕyt (Qayqayt), θenascəwəʔ təməx<sup>w</sup> (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

- Make referrals to MAP, settlement workers, Volunteer Connections, LINC, etc., to support the client's settlement efforts
- Work closely with the team of 5 Case Managers and 4 Employer Relations Specialists to draw expertise from them and also to make referrals. Those who need intense case management support will be referred to Case Managers and job ready clients to Employer Relations Specialists.
- Participate in team meetings and perform other tasks as assigned
- Remain flexible for work outside of normal working hours and locations if needed

### **What you bring**

Certificate or diploma in vocational counselling; Certificate in Essential Skills; or Job Finding Club facilitation, supplemented by a minimum of 6 months' employment counselling experience including facilitation workshops and small groups OR an equivalent combination of education, training and experience acceptable to the employer. A Career Development Practitioner Certificate is preferred, Essential Skills Certification an asset. An additional language will be an asset.

### **What Makes You a Change Maker**

- Ability to communicate effectively in both written and oral English.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who may come from differing cultural and linguistic backgrounds.
- Proven career/employment counselling skills; well-versed in Canadian job search strategies and techniques.
- Demonstrated knowledge of the local labour market, especially those related to ESL immigrant clients.
- Strong analytical, assessment, para-counselling, and facilitation skills.
- Demonstrated experience in developing and facilitating groups and workshops.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Ability to engage with external stakeholders.
- Proficiency in all aspects of Microsoft Office.
- Possession of and the ability to maintain a clear BC Criminal Record Check.
- Physical ability to carry out the duties of the position.

### **ISSofBC Value Proposition**

- Expected Starting Salary: \$22.90 - \$25.20 \* Dependent on education, training, experience, and internal equity. \* Wage grids are reviewed annually.
- Paid vacation and other paid leave benefits based on eligibility.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Employee and Family Assistance Program (EFAP)
- Inclusive Culture: Collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and 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.**

Applications must include "24081- JQ-EF " in the subject line and can be sent to: jobs@issbc.org. \*\*All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

***For Internal Applicants*** – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted.

**Closing Date: September 18<sup>th</sup>, 2024.**

*If You are Passionate about Making a Difference Apply Now!*