



**Employment Specialist, WorkBC
(Posted: September 06, 2024 – Open until Filled)**

Job ID #: 24089-WorkBC

Position: Employment Specialist, WorkBC

Location: WorkBC Kootenays (based on Castlegar or Trail, with travel required to Nelson and the other office as needed)
Regular full-time position at 40 hours per week (35 hours per week from WorkBC and 5 hours per week from Gateway to Tourism and Hospitality) starting as soon as possible until **March 31, 2027**.

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:

Reporting to the WorkBC Senior Manager, Manager of the Gateway to Tourism and Hospitality and Regional Contract Manager – WorkBC Kootenays, assists eligible job seekers who are employed or underemployed, to achieve labour market attachment by performing such activities as assessing employment readiness and eligibility, supporting client(s) to identify realistic employment options and develop realistic action plans, become job ready, and successfully transition to sustainable employment.

The ISSofBC position will be working as part of a multi-agency team within the WorkBC Kootenays Catchment operated by Kootenay Career Development Society to connect job seekers with progressive employment, training opportunities, and holistic support.

About Kootenay WorkBC

WorkBC Centres support employment services to all unemployed or precariously employed B.C. citizens legally eligible to work in B.C. WorkBC Centres offer employment services including job search resources, skills assessment, training, work experience placement and online services. Sustainable employment is the key goal of the program.

WorkBC Employment Services provide support not only for unemployed British Columbians but also for people who are underemployed or in a job where their hours are not stable, and for people whose work is not in line with their skills. Anyone in this situation will be able to connect with WorkBC to access services such as skills upgrading, self-employment, and work experience programs, as well as obtain assistance in finding a better job.

About GATEWAY TO TOURISM AND HOSPITALITY JOB FOR NEWCOMERS PROGRAM

Gateway to Tourism and Hospitality Jobs for Newcomers. We can help you develop your career in the tourism and hospitality industry. It can be hard to find hospitality and tourism jobs in Canada being a newcomer and not having experience, credentials, or connections. Our free program helps newcomers to Canada access free fully funded training opportunities to find tourism and hospitality jobs.

In **Gateway to Tourism and Hospitality Program Jobs for Newcomers**, you will report to the Manager of the program. This position support clients to find opportunities in the Tourism and Hospitality sector. The role involves one on one services online or in persons

to support the client with a career plan oriented to find an opportunity into the Tourism sector. You will facilitate with each client session such as: develop a need assessment for clients, create a training plan to accomplish employment readiness, certification and skills or upgrading skills to job search success. You will monitor clients during the progress and coaching them during the process. Also, you will promote the program in the community and make connections with possible employers to connect client. You will provide monitored case management to achieve program targets and client outcomes. You will assist in client recruitment, program marketing, and project evaluation activities.

How You'll Make a Difference:

- Assist clients to become job ready by performing such activities as: arranging for further education or up-grading, researching funding sources or funding alternatives and preparing education funding applications for approval.
- Advise clients and employers of wage subsidy information and placement terms. Subsequently follows up with clients and employers to ensure education, work experience, and employment placements and agreements are established and maintained. Monitors the quality of client placements.
- Completes and maintains client related records, documentation, and reports.
- Evaluates individual's background, skills, and interest and matches potential job openings or training programs.
- Administer Client Needs Assessments using variety of assessments tools, as required to support a realistic action plan towards employment.
- Monitor, revise (if needed) and support Client with Return-to-Work Action Plans.
- Assist Clients to access interventions such as Short-Term Certificate Training, Essential Skills Training, Occupational Skills Training, Short Duration Training, Self-Employment Orientation, Self-Employment Short-Term Training, Wage Subsidies, Job Creation Programs, Job Search Supports, Job Supports and any other Applicable WorkBC funding clients may be eligible for.
- Connect clients with community resources, job placement agencies, and training programs.
- Support Clients in completing Skills Training packages to connect with education/training.
- Understand and follow all policy and procedures related to WorkBC Case Management and stay current with updates and changes in policy.
- Document Client progress and milestone through the Integrated Case Management (ICM) database. Maintain accurate and up-to-date case files, documenting client interactions, action plans and employment outcomes.
- Assist clients in overcoming personal and systemic barriers to employment, such as language proficiency or credential recognition.
- Ensure the consistency for government audits and work within government compliance regulations.
- Work closely with Quality Assurance team and the Manager to ensure accuracy in data entry service delivery.
- Provides career planning and job search assistance, including developing job search-related documents like resumes, cover letters, references, e-portfolios, and portfolios
- Facilitates, with the client, the development of a realistic action plan for employment readiness, cultural competency and/or skills upgrading identified to meet labour market needs for meaningful employment.
- Builds and maintains the client commitment to and engagement with the action plan
- Provides individual career coaching and counselling including referrals to needed community services. Remote service delivery (on-line) as needed
- Performs other duties as assigned.

What You Bring:

Post-secondary degree or diploma in marketing, business administration, community social services supplemented by a minimum of three (3) years recent related experience **OR** an equivalent combination of education, training, and experience acceptable to the employer. Must pass a criminal record background check. **Second language an asset.**

What Makes You a Change Maker:

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clients, staff and the public who may come from differing cultural, linguistic and/or socio-economic backgrounds.
- Knowledgeable of career development and labour market needs and trends.
- Ability to meet deadlines and manage a high-volume caseload.
- Demonstrated ability to take initiative and problem-solve.
- Proficiency in all aspects of Microsoft Office Suite.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

ISSofBC Value Proposition

- Expected Hiring Range: **\$26.47 - \$29.13** *Dependent on education, training, experience, and internal equity_Role Salary Range: \$26.47 - \$37.09 per hour **Wage grids are reviewed annually.
- Accrued vacation and other paid leave benefits.
- Extended health and dental benefits upon joining.
- 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).
- Collaborative peers with a wide range of backgrounds and talents.
- Values-based organization with collaborative peers with a wide range of backgrounds and talents.
- Inclusive culture and innovative workplace with opportunity for new approaches.

Applications must include "**24089-WorkBC**" 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: open until filled.

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