

April 8, 2009

Dear Applicant,

Thank you for your interest in our job posting for a Service Coordinator position for the NIEFS Courtenay office. The North Island Employment assists people to find, keep or create their own work. We are a dynamic, client-centered organization that has been successful at meeting the work transition needs of our clients and the outcome expectations of our funders. NIEFS has a staff team of 44 people located in 5 communities who on an annual basis provide services to over 4,000 people living on northern Vancouver Island and Powell River.

The application package includes:

- ◆ This covering letter
- ◆ A detailed **Job Posting**
- ◆ A Job Description for the Service Coordinator position
- ◆ The Society's web site address (www.niefs.net)

Timeline for this Competition

Wednesday May 13, 2009	4:00 pm closing of the competition
Interviews to be held	in Courtenay
Position starts	Immediately

Mandatory Application Process

It is mandatory to complete the steps outlined in the application process. A complete application must include:

1. Your personal resume and cover letter that indicates which position you are applying for.
2. Three references regarding your work in relevant field/s. One of these references would have been a person who supervised your previous employment.

Completed applications and the required supporting documentation must be received at NIEFS Courtenay Office by Wednesday May 13, 2009 at 4:00 pm. Interviews will be scheduled shortly after and will be held in Courtenay. Only candidates selected for interviews will be notified. Application packages should be addressed to:

NIEFS
Attn.: Valerie Meaney
Manager
#9, 145-19th Street,
Courtenay, BC
V9N 9G2

Fax: 250 334-8001
Email: niefs.val@shaw.ca

North Island Employment Foundations Society
Job Description – Service Coordinator

Job Title: Service Coordinator

Job Summary:

- Calculates training costs and negotiates with clients to determine appropriate levels of funding support and client contribution.
- Prepares extensive and detailed paperwork to ensure proper payments to clients
- Maintains client documentation and uses appropriate risk management and problem solving skills to ensure effective delivery to clients.
- Monitors client progress, attendance and registration
- Analyses Training Plan Applications of clients who wish to pursue training as part of their return to work plan.
- Maintains current labor market information.
- Manages a Comox Valley and Powell River client load and travels to Port Alberni and Campbell River as required.
- General office duties.

Reports To: Service Coordinator Team Leader

Key Duties and Responsibilities:

1. Meets with SDEB clients and determines if proposed training outlined in the NIEFS' Application meets NIEFS Guidelines and funding agreement objectives.
2. Reviews SDEB client budget information and determines levels of funding and client contribution.
3. Monitors clients' progress in their training program, and develop corrective measures/plans to address issues that are presented that jeopardize the success of the plan.
4. Completes appropriate paperwork and manages flow of this paperwork to other staff members. Maintains client files and documentation according to NIEFS' guidelines.
5. Ensures 100% accuracy in paperwork
6. Delivers bi-weekly information sessions
7. Performs other related duties as required, including: booking client appointments, completing participant insured status forms, and responding to client inquiries.
8. Performs general office duties as required.

North Island Employment Foundations Society
Job Description – Service Coordinator

Skills and Aptitudes:

1. Excellent math skills.
2. Incredibly detail oriented.
3. Excellent analytical skills.
4. Ability to understand and apply complex policies and procedures.
5. Excellent negotiation and conflict resolution skills.
6. Excellent organizational skills.
7. Flexibility around meeting client scheduling needs and the need for quick turn around.
8. Excellent time management skills and the ability to anticipate and manage a changing workflow.
9. Good oral and written communication skills.
10. Excellent computer skills including a working knowledge of all MS Office applications, Windows, and internet research.
11. Must have a client-service approach and the ability to treat all clients with respect and empathy.
12. Demonstrated excellent interpersonal and problem solving skills.
13. Knowledge of the Freedom of Information Act and PIPA and the storage of confidential information.
14. An understanding of Provincial and Federal funding and information requirements.
15. Willingness to work in a team environment.

Education, Training and Experience:

At least 2 years post secondary education and demonstrated experience and expertise in administering and negotiating financial assistance, loans, grants and their supporting policies, procedures and delivery systems.

NIEFS Job Posting

Job Title	Service Coordinator
Employer	North Island Employment Foundations Society
Location	Courtenay office
Hours	35 hours per week, 08:30 – 4:30, Mon - Fri
Salary	\$20.16 to \$23.17 per hour
Term	Immediately – up to December 31 st , 2009
Competition Closes	4:00 pm, Wednesday May 13, 2009
Application Process	Submit a resume and cover letter with 3 work references.. Information packages are available at NIEFS Courtenay office, or at www.niefs.net/jobs
Reference Checks	Reference checks will include a criminal record check
Probationary Following the	The first three months of this position is a probationary period. probationary period the staff member becomes eligible to participate in the Society's benefit package.
Qualifications	include three years' work experience in a similar position, preferably in a financial assistance or loans officer environment, completion of a related diploma/degree and a thorough knowledge of Windows, Office, Excel, Outlook and internet searches.

This position will be of interest if you:

- Have excellent math skills and are a detail oriented perfectionist.
- Have excellent analytical skills and enjoy applying complex policies and procedures
- Enjoy working with numbers, systems and detailed documentation
- Can demonstrate excellent negotiation skills.
- Have knowledge of work transition issues, an empathetic nature, and are motivated to work with clients to achieve a “win-win” solution.
- Take a positive pro-active approach to problem solving.
- Have a knowledge of the local and B.C. labour market.
- Are flexible and have excellent time management and organizational skills.
- Are willing to travel to our other locations as needed

Job Summary Job description is available at the NIEFS Courtenay office or online at www.niefs.net/jobs