



Multicultural & Immigrant Services Association of North Vancouver Island (MISA)

JOB TITLE: Employment Practitioner

REPORTS TO: Human Resources Manager

WORKING HOURS: 14 hours/week

COMPENSATION:

Based on MISA Wage Grid, Level 4, Part Time Wage Range \$19.46 - \$23.41

POSITION SUMMARY: The Employment Practitioner is responsible for providing direct employment services to job seeker clients following EPBC service delivery policy and program management. Working as part of a team, the Employment Practitioner assists immigrants and newcomers with all aspects of employment search and career planning through comprehensive needs assessment, flexible service delivery (individual and in-group sessions) resource provision and supportive referrals. In addition, this position provides outreach services in the North Island as needed, input into program planning relating to client needs and is responsible for maintaining knowledge of immigration policy, updates on information around service delivery, labour market information, job search trends, and ensuring reporting is up to date. This position is based on a partnership with North Island Employment Society (NIEFS), so knowledge of working collaboratively is an asset.

CORE COMPETENCIES

- Personal Credibility
- Thoroughness
- Customer Orientation
- Empowering Others
- Achievement/Results Orientation
- Technical Expertise

KEY DUTIES AND RESPONSIBILITIES

Direct Client Assessment & Counseling



- Interview clients to obtain employment history, educational background and career goals with a view to creating an Action Plan.
- Identify barriers to employment and Key Employment Readiness factors to generate an Action Plan.
- Assist clients with such matters as job readiness skills, job search strategies, writing résumés and preparing for job interviews, either in one-to-one session or workshop settings.
- Research and collect labour market information for clients regarding job openings, entry and skill requirements (including Foreign Credential Recognition) and other occupational information.
- Interpret tests designed to determine the interests, aptitudes and abilities of clients.
- Assess need for assistance such as specialized assessments, financial aid or further training and refer clients to the appropriate services.
- Working collaboratively with identified NIEFS staff.

Workshop Content Development & Delivery

- Development of employment readiness workshop content in the following categories: Resumes, Cover Letters, Canadian Job Search, Informational Interviews, Interview Techniques, Career Planning, Canadian workplace, Soft Skills, Rights and Responsibilities of Working in BC.
- Deliver content using a culturally sensitive client centered approach.
- Evaluate workshop/1-1 sessions.

Program Management

- Compile, interpret program data and make recommendations regarding the further strategic development of the employment program.
- Liaise with Contract Manager to ensure program delivery meets EPBC requirements
- Provide informed leadership for the present and future operations of the employment program.

Outreach and Networking

- Develop, maintain and share community and employer contacts.
- Promote the Association's programs and services with clients and the community.
- Participate in employment related events/initiatives such as local job/career fairs, informational sessions and industry focus groups.



Record Keeping & Service Support

- Maintain confidential records of contacts with Employment clients. Enter client information into B2W and other relevant database(s)OCMS.
- Write client success stories for reporting and marketing purposes.
- Compile and submit monthly employment services variable service fee report.
- Attend staff meetings and organizational planning and development sessions as requested.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development.

This position will include collaborating with other staff on their projects when required.

QUALIFICATIONS:

Required

- An undergraduate degree in counseling or a related field.
- One years' previous experience in a career facilitation/employment counseling setting is required. Equivalent experience and skill development may be considered.
- Fluency in English. Second language is an asset
- Worker must have a valid BC driver's license and reliable transportation.
- Worker must have a vulnerable sector criminal record check.

Preferred

- Qualifications and skills would meet the Canadian Standards and Guidelines for Career Development Practitioners.
- ARP (Accredited Rehabilitation Professional) certification is an asset.
- Certification as a Career Development Professional is an asset.

PREFERRED SKILLS, KNOWLEDGE AND EXPERIENCE:

- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.



- Excellent problem-solving, communication and interpersonal skills that would reflect a self-directed, helping professional.
- Demonstrated teamwork skills.
- Active listening.
- Proactive with demonstrated flexibility and ability to embrace change.
- Excellent written and verbal communication skills.
- Proficient in computer functions such as database reporting, word processing, Internet and e-mail.
- Strong career assessment and career planning skills.
- Demonstrated ability to research, develop and facilitate workshop content in ways that accommodate diverse needs and different learning styles.
- Knowledge of theory, principles and practices of career transition.
- Knowledge of theory, principles and practices of employment counseling.
- Knowledge of theory, principles and practices of career development.
- Knowledge of theory, principles and practices of group learning processes and facilitation.
- Knowledge of ethical practices in employment counseling and career development
- Ability to apply current theory, principles and practices in the field
- Familiarity with location and use of labour market information (including on-line resources) and ability to connect it into the Return to Work Action Planning process.
- Knowledge of income support systems (e.g. Employment Insurance and Social Assistance benefits).
- A positive commitment to the field of career development, MISA clients, MISA mission and the organization.

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, It will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.