
Position Title:	Program Coordinator- Retail Connections Program-Immigrant Youth Retail Employment Program (35 hrs/week)
Department:	Employment
Program:	North Shore Employment Service Centre – Immigrant Services (NSESC-IS) Retail Connections Program-Immigrant Youth Retail Employment Program
Reports to:	Employment Programs Manager

SUMMARY

Under the general supervision of Employment Programs Manager, the Program Coordinator is responsible for all facets of Immigrant Youth Retail Employment program development, coordination and implementation. Responsibilities include client intake; data management; employment workshop development and facilitation; providing clients with individualized assistance, support, and coaching to ensure readiness for work or education; post-secondary education planning; development of community connections; achievement of program objectives.

DUTIES

North Shore Multicultural Society

Becomes familiar with NSMS programming objectives and client service philosophy, and understands clearly his/her role in achieving the goals and outcomes. Works as part of a multi-faceted and multi- agency team to deliver a comprehensive program designed to meet individual needs of clients.

North Shore Employment Services Centre – Immigrant Services

Becomes familiar with **North Shore Employment Services Centre (NSESC)** programming including Case Management and Job Placement Services as they relate to Retail Connections Program clients. Work with clients in a drop-in setting and workshop model to achieve Labour Market or Community Attachment including addressing any client barriers and building on client strengths through an integrated case management and drop-in centre model.

Program Coordination

- Manage day-to-day program operations and work flow.
- Oversee applicant assessment and intake.
- Plan and execute marketing events: employer and candidate outreach; information sessions; job fairs.
- Facilitate job placements and assist in building links between candidates looking for work and employers who are hiring.
- Manage all records as required by funders, including client documentation, statistical data; outcome reporting.
- Achieve all program deliverables and objectives, including participant levels, outcomes, and placements.

Workshop Development and Facilitation

- Prepare workshop presentations based on program curriculum.
- Facilitate group-based information sessions and workshops for diverse immigrant youth aged 15 - 30 including clients with multiple barriers to employment.
- Educate clients about the Canadian employment process, empowering them to apply the knowledge to their job search. Instruct about the Canadian retail environment to obtain and retain employment.
- Identify training gaps and recommend training sessions to meet those needs.
- Use understanding of group dynamics to communicate and interact effectively with participants.
- Ensure the attainment of learning objectives.
- Evaluate workshops and analyze results to identify opportunities.

Coaching

- Collaborate with clients to develop action plans.
- Assess client needs; provide coaching and support toward employment and education planning.

- Assist clients in developing a self-marketing plan and tools including resume, cover letter, interview preparation and practice, networking strategy, social media profile, online applications.
- Monitor clients' progress and provide feedback to improve effectiveness.
- Maintain up-to-date information on labour market trends, job postings, employment issues, community resources, education planning, volunteer opportunities, and other relevant supports.

QUALIFICATIONS

Experience

- Leadership experience in employment program development, coordination and implementation.
- Expertise working with immigrants, youth aged 15 - 30, and clients with multiple barriers to employment.
- Proficiency creating, planning and facilitating employment workshops.
- Experience in case management and assessing clients' job readiness relative to employment goals.
- Job development experience building connections with community organizations and employer partners..

Skills

- Leadership and motivational ability; skilled at coaching and feedback.
- Strong organizational and administrative skills; planning and prioritizing in a fast-paced environment.
- Accomplished in creating PowerPoint presentations, with excellent presentation and facilitation skills.
- Flexibility and agility adjusting to shifting priorities; creativity in developing contingency plans.
- Communicate clearly and effectively, both verbally and in writing, with patience and respectfulness.
- Work independently in a leadership capacity and in cooperation with others; conflict resolution skills.
- Skilled in addressing employment-related barriers and needs of immigrants.
- Fluent in English (verbal, written and presentation skills); a second language is an asset.
- Establish and maintain rapport with clients while maintaining healthy boundaries.
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook), internet research, and databases.

Knowledge

- Understanding of NSMS mission, vision, values and activities.
- Excellent knowledge of the local labour market and all stages of the employment process, career planning, job search, and case management. Retail knowledge plus sales and marketing expertise.
- Canadian Standards and Guidelines for Career Development Professionals

Education

- University degree and/or diploma in employment in social services, career counselling or an appropriate combination of career development course work and experience.

Salary Range

\$26.34 - \$28.00 per hour dependent upon experience.

Submit resume by
Wednesday January 10thth
2018
hr@nsms.ca

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For additional details visit our website:
www.nsms.ca

North Shore Multicultural Society is an Equal Opportunity Employer. Only short-listed applicants will be contacted.