

**Position Title:** Program Coordinator/Facilitator  
**Department:** Employment  
**Program:** Career Paths for Skilled Immigrants Stream 2/3, North and West Vancouver /Coast Region - North Shore Employment Service Centre  
**Reports to:** Employment Programs Manager

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## Summary

- Seeking an experienced program coordinator with demonstrated ability to plan, implement, manage, document and assess all facets of the Career Paths for Skilled Immigrants program. This includes front-line delivery of services to clients; fostering employer, regulator and community connections; planning, implementation, documentation and outcomes assessment.
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## Duties

### NSMS

- Becomes familiar with NSMS policies and procedures, programming objectives and client service philosophy, and understands clearly his/her role in achieving the goals and outcomes within the Employment Department.
- Informs the Employment Programs Manager on a regular basis (regularly scheduled meetings, monthly reports, memos, etc.) as to program progress and achievement of outcomes; ensures the Manager is aware of any difficulties as quickly as possible.
- Promotes NSMS's mission/philosophy of social inclusion, programs, services and workshops through membership on community committees, task forces and inter-agency forums, where applicable.

### Program Facilitation

- Work directly with clients through all steps in the program, including intake, needs assessment, action planning, self-marketing tools, and ongoing coaching. Use knowledge of regulatory bodies and requirements to guide clients through credentials evaluation and skills upgrading processes.
- Create and facilitate workshop presentations and corresponding materials.
- Develop strong external relationships with employers, regulators, professional associations, community organizations, non-profit agencies, and employment services agencies. Plan and implement events including, information and networking sessions, workplace tours, job fairs.
- Negotiate employment-related opportunities with employers to arrange work practicums, workplace tours, job shadowing and through placement services.
- Coordinate 1:1 and small-group mentorship opportunities for clients.
- Create marketing plan and materials. Promote the program through community outreach, internal and external communications, website & social media, placement of marketing materials at strategic locations.

### Program Systems and Procedures

- Ensure all systems, procedures and best practices are developed and in place to deliver the program.
- Devise and assist with the delivery of implementation strategies for the program delivery model.
- Work with staff to ensure that client and project records are maintained and stored according to prescribed guidelines as established by the Funders and NSMS.

### Other

- Attends, and takes an active role in, departmental and all-staff meetings.
- Perform other duties as assigned by the Employment Programs Manager.



## Qualifications - Minimum

Must have a good working **knowledge** of:

- NSMS mission, values and activities.
- Employment issues/barriers facing newcomers/skilled immigrants and refugees.
- Program development and implementation.
- Funder requirements and outcome reporting.
- Experience working with a culturally diverse staff and knowledge of diversity issues.
- Employment programs including EPBC, SkillsConnect, and support services including Mentorship.
- Canadian Language Benchmarks (CLB) and English language requirements as relevant to employment/workplace functionality.
- BC Employment Standards Act.
- Current, in-depth labour-market knowledge, including the British Columbia 2025 Labour Market Outlook, and knowledge of related resources.
- Regulated and unregulated occupations in BC, including accreditation and qualification processes and requirements, as well as relevant industry organizations.

## Education

- Bachelor's Degree in a relevant field.
- CCDP, CDP, CMPP Certification, is advantageous.

## Skills

- Multidimensional program management and evaluation skills.
- Clear, precise, well-paced facilitation, verbal and written communication skills.
- Personable team player and relationship-builder, effective working cross-functionally, with internal and external stakeholders.
- Flexibility and adaptability in a fast-paced, multi-faceted, changeable environment.
- Critical reasoning, problem-solving and conflict resolution skills.
- Creative and entrepreneurial in identifying opportunities and overcoming obstacles.
- Detailed and accurate in records, data management, reporting and budget management.
- Expertise in career coaching including self-marketing tools (resume, cover letter, social media) assessment, goal setting, identifying appropriate interventions, action planning, and referrals.
- Respectful, responsive to client needs, compassionate and empathetic, with appropriate boundaries.
- Strategic and persuasive in the negotiation of employer, regulator and community-organization support.
- Computer and software applications (Microsoft Office, Outlook, Data Entry).
- Familiarity with government databases/iCARE is an asset.

## Experience

- 3-5 years' experience in career management, employment coaching, human resources management, case management, or related counselling.
- 2 years' experience working with skilled immigrants and refugees in an employment setting.
- Skilled at working with diverse stakeholders in establishing and achieving program goals and outcomes.

## Additional Information

**Salary Range:** \$26.50 to \$28.00 depending on experience

**Work Schedule:** 35 hours a week

**Closing Date:** April 20, 2018 Applications will be reviewed and considered upon submission.

**Resumes and cover letters to:** [hr@nsms.ca](mailto:hr@nsms.ca)

**We regret that only short-listed applicants will be contacted.**

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