

Position Title:	Employment Lead (WorkBC)
Department:	Settlement & Employment
Reports to:	Manager of Settlement & Employment Services
Contract Dates:	April 1 st , 2019 - March 31 st , 2020 (Contract renewal subject to funding)

Join our Team

The North Shore Multicultural Society (NSMS) has provided services to the North Shore community for over 28 years. We are a mid-sized not for profit organization with 70+ staff and play a leading role to support immigrants to thrive economically and socially on the North Shore. With values of diversity, excellence, and respect, NSMS is not only an effective immigrant services provider but also an exciting and welcoming place to work.

Summary

Providing leadership to the WorkBC North Shore Satellite, the Employment Lead will be responsible for the day-to-day operations and staff supervision of the site.

The North Shore Multicultural Society is a mid-sized agency that is known for its innovative services and collaborative working environment. This position will give you an opportunity to develop your skills as you guide and provide oversight to a varied and busy service environment. This position is ideal for a candidate who values service excellence and who is committed to the importance of connecting immigrants to the labour market. It is a stepping-stone for further development in not for profit management roles.

Key Responsibilities

- General oversight of the day-to-date operations of the WorkBC North Shore Satellite
- Supports the development and implementation of exemplary client services
- Staff supervision: Case Managers, Job Developer, Front Desk Administrator, Facilitator/ Job Advisor
- Assists the Manager of Settlement and Employment in report writing, program monitoring and evaluation, service planning, data management, and risk management practices
- In collaboration with the Manager of Settlement & Employment Services & the Senior Service Manager, communicates with funder and WorkBC partners to ensure project effectiveness
- Adhere to onsite Health and Safety Procedures
- Other related duties as required

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement NSMS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of the North Shore Multicultural Society. Engages people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of NSMS. Champions organizational change.
- **Building the Organizational Team.** Recognizes that the leader alone cannot get the job done; coaches staff and volunteers to meet the mission of NSMS. Builds successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

Minimum Qualifications

- Ability to develop and maintain positive relationships among multiple stakeholders
- Proven record of meeting contract deliverables and reporting
- Knowledge of employment programs and services, and local labour market conditions, preferably within the WorkBC context
- Knowledge of WorkBC policies and ICM is an asset
- 2+ years experience with staff supervision, support, and coaching
- Experience working with individuals from diverse cultural backgrounds



Job Posting

Additional Information

Hours: 17.5 hours / week

Salary Range: \$26.50 - \$30.00 per hour dependent on experience

Posted until filled.

Please send resume and cover letter to:

Hiring Committee

North Shore Multicultural Society

#207-123 East 15th Street,

North Vancouver, B.C. V7L 2P7

Email: hr@nsms.ca

Reference: Employment Lead WorkBC in Subject Line

North Shore Multicultural Society is an Equal Opportunity Employer. Only short-listed applicants will be contacted. No phone calls please.