

Position Title: Employment Program Assistant (35 hours/week)
Department: Employment
Program: NS ESC – Immigrant Services
Reports to: Employment Programs Manager

SUMMARY

We are seeking a highly organized and flexible individual who has administrative, excellent computer and communication skills, and who can work independently and within a team setting.

Under the general supervision of the Employment Programs Manager, the Employment Program Assistant will support both the WorkBC team and the clients of WorkBC Employment Service Centre.

DUTIES

NSMS & ESC Partners

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

Database

- Develops knowledge of database and understanding of program and administrative requirements from the database. Must ensure information is correctly recorded in and uploaded from the database.
- Assists Manager by becoming proficient in retrieving and collating information for reports.

Administration – General

1. Provides administrative support by faxing, filing and word processing documents for the manager and other staff, as needed.
2. Manages mock/practice interviews including coordinating with volunteers, confirming client appointments, and maintaining records on internal employment database.
3. Photocopies and prepares documents and materials for workshops and resource centre, monitors client attendance at workshops.
4. Updates job board in resource center on a regular basis.
5. Attends and takes an active role in staff meetings.
6. Coordinates delivery of office supplies.
7. Provides general administrative support by managing the database, developing forms, writing reports, and answering inquiries.
8. Informs Employment Programs Manager regularly about upcoming concerns in resource centre.

Client Intake

1. Greets clients and facilitates the initial service orientation and screening process with the goal of engaging clients in appropriate WorkBC services.
2. Conducts initial assessment to determine which services offer the best value for clients and helps clients understand the benefits of engaging in WorkBC services.
3. Ensures that clients are aware of services and staff-assisted functions.
4. Supports and monitors clients accessing self-serve services in a manner that supports client independence and self-sufficiency.
5. Becomes familiar with the ESC Policy Manual.
6. Registers clients, establishes and maintains client files.
7. Ensures monthly reports are forwarded on a timely basis to the Employment Programs Manager and the YWCA.
8. Monitors emails from YWCA for new intakes and transfer cases.
9. Performs other duties, as assigned by the Employment Programs Manager.

KNOWLEDGE/SKILLS

1. Understands WorkBC Employment services and NSMS Employment services' philosophical and practical approach to career development learning.
2. Familiar with related North Shore employment services.
3. Experience and knowledge in assisting clients with job search requirements and using latest technology
4. Strong interpersonal skills; able to establish and maintain productive working relationships with clients and other team members.
5. Works as a team to improve communication and quality of services.
6. Excellent written and verbal communication skills.
7. Excellent time management and organizational skills.
8. Must possess a solid knowledge of standard office equipment and software applications (outlook, word processing, database and spreadsheets). Advanced level of knowledge of Excel. Basic knowledge of accounting is an asset.
9. Skilled at keyboarding, data entry, and database query and reporting structures.
10. Proven ability to meet or exceed qualitative and quantitative performance expectations.
11. Proven ability to manage a variety of tasks in resource centre.
12. Aligns with and displays organizational core values of accountability, communication, innovation, performance, relationship and spirit.

QUALIFICATIONS

Minimum Qualifications

Knowledge:	Good working knowledge of program activities, standard office equipment and excellent software applications skills (word processing and database).
Education:	High school completion and some post-secondary background.
Language:	Fluent in English and Farsi
Skills:	Good organizational skills and excellent computer/database administrative skills.



Job Description

Experience:	Experience in organizing and maintaining office procedures.
Personal Suitability:	Highly organized, tactful, and flexible. Able to function in a multi-task position and in a fast-paced environment, and remain calm during periods of high demand.
Desirable Skills/Experience:	Experience working with individuals from diverse cultural backgrounds. Office Technology Certificate. Good conflict resolution skills.

Respond by Wednesday September 21, 2016: Hiring Committee
North Shore Multicultural Society
207-123 East 15th Street, North Vancouver, BC V7L 2P7
Email: hr@nsms.ca

North Shore Multicultural Society is an equal opportunity employer.
Thank you for your interest, only short listed applicants will be contacted.