

**Position Title:** Facilitator / Resource Advisor (WorkBC)

**Department:** Settlement & Employment

**Reports to:** Employment Lead

**Contract Dates:** April 1<sup>st</sup>, 2019 - March 31<sup>st</sup>, 2020 (Contract renewal subject to funding)

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## 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

Under the general supervision of the Employment Lead, the Facilitator/Career Advisor is responsible for working closely with job seekers, supporting them with their goals through a one-to-one setting in the self-serve resource area, and in a workshop group setting. Working with job seekers, the Facilitator/Career Advisor will ensure that job seekers receive the job search services needed to ensure that clients are equipped with the tools needed to conduct their job search. Moreover, the Facilitator/Career Advisor is responsible for ensuring that data entries for Client databases are completed on a regular basis. This role is also responsible for the development, maintenance, and delivery of online workshops. The Facilitator/Resource Advisor will develop and modify workshop and module materials to ensure program participants are receiving the most up-to-date job search tools.

## Key Responsibilities

- Support Clients in completing the Online Employment Services (OES) accounts for self-serve and case managed services
- Work one-to-one with Clients in a drop-in setting to assist them with all employment related needs
- Deliver curriculum and workshop materials including resume writing, personal development, career exploration, interview skills, problem solving and decision making
- Maintain up to date information on labour market trends, employment issues, job training, job opportunities, programs etc.
- Work to ensure that participants are implementing their employment strategies
- Provide follow up and support to participants
- Research, organize, implement, monitor and document job search for clients
- Be familiar with and able to work with clients using the latest technology
- Work as part of a team to deliver a comprehensive program designed to meet individual needs of Clients

- Liaise with employers in the community to organize hiring fairs, employer panels and job postings
- Act as a champion of the program, promoting our services throughout community and offsite workshops/presentations
- Work Closely with the Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery
- Adhere to onsite Health and Safety Procedures
- Other related duties as assigned

### 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.
- **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 meet on time and according to agreed standards.

### Minimum Qualifications

- Candidates must have strong employment counselling skills and understanding of the labour market on the North Shore & in the Lower Mainland more generally
- Proven experience in developing and facilitating employment related workshops
- Up to date with the latest job search, career exploration and labour market materials
- Strong team player
- Strong skills and comfort in using and delivering online workshops
- Knowledge and experience advising individuals on employment choices
- Ability to work in a flexible environment and relate well with others
- Must have a bachelors degree and career counselling certificate; MBTI and Strong Certification are assets
- Must have excellent computer skills



## Job Posting

### **Additional Information**

Hours: 35 hours / week

Salary Range: \$25.00 – 29.00 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](mailto:hr@nsms.ca)

Reference: Facilitator / Resource Advisor WorkBC in Subject Line

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