

<b>Position Title:</b>	<b>Program Lead - Career Paths for Skilled Immigrants</b>
<b>Department:</b>	Settlement and Employment
<b>Program:</b>	<b>Career Paths for Skilled Immigrants</b> Stream 2/3, North and West Vancouver/Coast Region - North Shore Employment Service Centre
<b>Reports to:</b>	Settlement and Employment Services Manager

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## Join our Team

If you are a developing leader in the non-profit sector and want to accelerate your career growth, this is the job for you! This position will give you an opportunity to lead and excel in a growing mid-sized non-profit agency that is known for its innovative services and collaborative working environment. At the North Shore Multicultural Society we strive for excellence in everything we do, we value diversity and inclusion, and we believe in innovative services that change the lives of our clients. This is a key position in the agency and a great role for someone looking for further development in not for profit management.

## Job Summary

Seeking an experienced Program Lead 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. This position oversees the Career Paths for Skilled Immigrants program and ensures that all contractual obligations, program deliverables and outcomes are met.

## Key Responsibilities

- Provide general oversight of the day-to-day operations of the Career Paths for Skilled Immigrants program
- Ensure all contractual obligations and deliverables are achieved
- Conduct financial and narrative reporting as required
- 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
- 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
- Attends, and takes an active role in, departmental and all-staff meetings
- Perform other duties as assigned by the Settlement and Employment Services Manager

## Key Competencies

- **Values.** Demonstrates 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 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.

## Qualifications, Skills, and Experience

- Bachelor's Degree in a relevant field
- 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
- Proven record of meeting contract deliverables and reporting
- Knowledge of Career Paths for Skilled Immigrants programming, iCARE, government databases and reporting is an asset
- 2+ years experience with staff supervision, support, and coaching
- Experience working with individuals from diverse cultural backgrounds
- CCDP, CDP, CMPP Certification, is an asset.

## Additional Information

**Salary Range:** \$25.00 to \$28.00 depending on experience

**Work Schedule:** 35 hours a week

**Closing Date:** March 16, 2020 Applications will be reviewed and considered upon submission.

**Resumes and cover letters to:** Hiring Committee – Career Paths

**Email:** hr@nsms.ca

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