Position Title: Support Worker – The Self Employment Program for Newcomers
Department: Settlement - Employment
Program: The Self Employment Program for Newcomers
Reports to: Employment Services Manager and the YMCA Business Advisor, Self-Employment for Newcomers Program

Summary

• The Self Employment Program for Newcomers will help new immigrants & eligible refugees learn about work in Canada & steps to start a small business. Participants will learn the components of doing business in Canada. Through a combination of classroom and one to one support, the 8-week program will include topics that are relevant not only to self-employment but also to Canadian workplace practices. Participants will receive one to one support to complete a business plan & launch their business.

• The Support Worker will assist participants in succeeding in the program by providing cultural and language interpretation when needed, supporting clients to create their individualized business plan and other documents connecting participants to resources and services as required. This position will also assist with outreach, marketing, and recruitment for the program.

Key Responsibilities

• Assists with community outreach and marketing to engage and recruit participants
• Support participants through the provision of language and cultural interpretation as needed
• Assists participants to research independently, review course material, and create business plans and other documents
• Provides information relating to self-employment, mentorship opportunities to reinforce and complement course learning material
• Connects with participants and conducts an ongoing needs assessment to understand their emerging requirements
• Refers clients to resources and services
• Assist with administrative functions, prepares materials for workshops, monitors client attendance at workshops
Job Posting

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore’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 Impact North Shore
- **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

Qualifications

Minimum Qualifications

- 2 – 3 years of client service work in the area of self-Employment / Employment / Settlement
- Understands self-employment programming, including philosophical and practical approaches to supporting entrepreneurs
- Familiar with related self-employment services and services for immigrants
- Experience and knowledge in assisting immigrant clients to develop and achieve goals
- Strong interpersonal skills; able to establish and maintain productive working relationships with clients and other team members
- Works as a team to improve communication and quality of services
- Excellent written and verbal communication skills
- Excellent time management and organizational skills
- Must possess a solid knowledge of standard office equipment and software applications (Outlook, Microsoft Office Suite, Teams, Zoom, Word processing and Database)
- Aligns with and displays organizational core values of accountability, communication, innovation, performance, relationship, and spirit
Job Posting

Additional Information

Salary Range: $21.00 - $24.00 per hour dependent on experience
Work Schedule: 20 hours / week (schedule may vary)
Duration: Temporary, 1-3 months with the possibility of extension subject to funding availability

Posted until filled. Resumes reviewed upon submission
Email cover letter and resume to: hr@impactnorthshore.ca
Reference: Support Worker – The Self Employment for Newcomers Program

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