



ASSISTANT MANAGER, CAREER PATHS PROGRAM

(Posted: January 19, 2024 – January 26, 2024)

Job ID #: 24002-CareerPaths

Position: Assistant Manager – Career Paths Program

ISSofBC Terminal Office

Regular, hybrid, full-time position at 35 hours per week starting as soon as possible until March 31, 2027

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Our Career Paths Program:

The **Career Paths Program** supports skilled immigrants and refugees to fast-track their re-credentialing and employment journey in British Columbia. We do so through customized one-on-one career coaching, group and self-paced online learning on career development and standards in BC, local connections to mentors and skilled professionals, on-site employer tours and networking events, and access to skills enhancement services to fund regulatory or skills upgrading requirements in our clients' chosen occupations.

In **Career Paths**, we believe that with career support from our Career Strategists, Resources Advisor, and Employer Relations Specialists, all our clients can re-align and re-enter their chosen profession here in BC. Our services are tailored to your individuals' education, training, and professional experiences.

As an **Assistant Manager – Client Services**, you will report to the Senior Manager - Career Paths and will assist with the day-to-day operations of the program by supervising and/or coordinating activities of Career Strategists and in assigned location(s). You will participate in staff recruitment, curriculum development/enhancement, training, and project evaluations. As required, you will provide input into program enhancements, and assist in the preparation of program proposals and the annual budgeting process.

How You'll Make a Difference:

- Supervises and provides support to the Career Strategist team to ensure that employment services and interventions are appropriately planned and provided in a manner consistent with program objectives and funder's prescribed process
- Develops and implements service delivery initiatives, plans, training, and calendar of frontline service delivery informed by operational needs of the program
- Tracks and reports on Key Performance Indicators (KPIs) for performance and delivery of core client services
- Supervises program staff by performing such activities as overseeing training and providing day-to-day operational guidance, monitoring, and supervision
- Assists in the selection of new staff and provides input into and conducts performance evaluations for these staff. Oversees volunteers assigned to the program. Coordinates the scheduling and deployment of staff for group sessions at ISSofBC site and at partners' sites
- Supervises career strategist service delivery to ensure services are carried out as per established procedures. As required, audits funder's reporting system to ensure accuracy of data transferred
- Provides assistance, crisis management, and subsequent follow-up for high-needs clients including coordinating interventions with appropriate agencies

- Monitors the progress of participants and consults with the Senior Manager regarding any unresolved issues/problems
- Assists in development activities related to training curriculum, lesson plans, and handouts for the program
- Provides individual and group counselling as required
- Submits narrative and financial reports to the Senior Manager for inclusion in program reports
- Identifies service gaps, database bugs/fixes and makes recommendations to address these issues
- Assists in the development of service enhancements and community partnerships
- Support other key business areas of the Career Paths program as required
- Performs other related duties as assigned.

What You Bring:

University degree or post-secondary training in social services or other related field, supplemented by a minimum of three (3) years recent, related experience in employment counselling and/or adult training **OR** a combination of education, training, and experience acceptable to the employer.

What Makes You a Change Maker:

- Demonstrated ability to work with and drive Internationally Trained Professional employment success as well as drive creative outcomes initiatives and foster innovative employer partnerships
- Strong communicator: you clearly express your thoughts in conversation as well as write and present in a persuasive and influencing manner
- Willingness to adapt and change based on unique and diverse needs of our staff, clients, external stakeholders, and the public
- Analyze and manage teams' KPIs for reporting and strategic decision-making purposes
- Strong knowledge of the labour market, including issues and trends
- Provide team leadership through hiring, onboarding, learning, development, and coaching
- Ability to implement program procedures to ensure compliance with funder guidelines
- Experience in cross-cultural counselling in addressing issues disclosed by multi-barriered clients
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets
- Ability to travel to other ISSofBC locations as required
- Possession of and the ability to maintain a clear provincial criminal record check.

ISSofBC Value Proposition

- Expected Hiring Salary: \$29.12 – \$32.04 per hour * Dependent on education, training, experience, and internal equity. Role Salary Range: \$29.12 – \$40.80 per hour ** Wage grids are reviewed annually.
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits upon joining.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Employee and Family Assistance Program (EFAP).
- Hybrid Opportunity
- Inclusive culture and innovative workplace with opportunity for new approaches.

Applications must include "24002-CareerPaths" in the subject line and can be sent to: jobs@issbc.org. *All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf forma.

****For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.**

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.

Closing Date: January 26, 2024.

If You are Passionate about Making a Difference Apply Now!