

## JOB POSTING

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| <b>Job Title:</b>    | <b>Career Strategist</b>                       |
| <b>Reports To:</b>   | <b>Program Manager</b>                         |
| <b>Program Name:</b> | <b>Skills Connect for Immigrants</b>           |
| <b>Location:</b>     | <b>North Vancouver, Burnaby and Port Moody</b> |

### Position Summary

The Career Strategist works with skilled immigrants to assist them in securing employment that uses their pre-arrival skills and experience, within the timelines established in the Skills Connect for Immigrants Program agreement. The Career Strategist accomplishes this by: developing respectful, collaborative relationships with clients; conducting in-depth needs assessments to understand the client's context and identify issues that are preventing them from achieving their work goals; developing personalized plans that address the client's needs; delivering 1-1 or group interventions to address those needs; researching, targeting, and initiating employer connections; monitoring progress, and ensuring the client secures sustainable employment in a timely manner.

### Key Duties and Responsibilities

#### Client Service 75%

- Develop respectful, collaborative relationships with clients using a client-centred and learning-outcomes focused approach
- Conduct formal needs assessments through a structured interview process to jointly identify and prioritize issues that are keeping the client from achieving employment
- Develop personalized action plans that address client's needs and make use of the targeted services available within the SCIP program as well as training programs in the community
- Facilitate and carry-out internal interventions to address identified career development learning needs
- Monitor client progress by reviewing activities, learning outcomes and results on an agreed-upon schedule, and communication medium
- Review, revise and update action plans as necessary to enhance self-sufficiency and sustainable labour market attachment
- Ensure the client achieves employment that meets their work objectives, and where possible, uses their pre-arrival skills and experience according to our agreement
- Support the client to research, initiate and create networking and employment opportunities with employers
- Utilize the Skills Connect Database (SCD) and Training Innovations Inc. Database (Tiid) to capture client data and to evidence qualitative and quantitative outcomes
- Write client progress notes and follow up reports
- Open, maintain and close client files as defined in the Program Services Process and Record Keeping Guide
- Make referrals to specialized assessment providers as required

**Financial Management 15%**

- Ensure client activities are based on need and fall within the scope of the maximum average and individual client maximum as set out in the SCIP agreement
- Determine client need and eligibility and administer financial (training) supports
- Complete necessary documentation and prepare financial reports as required

**Other 10%**

- Communicate with service providers, funders, internal stakeholders and clients
- Attend team meetings
- Perform other duties as required

**Knowledge, Skills and Abilities****Knowledge**

- Understands and can describe Tii's philosophical and practical approach to career development learning
- Theoretical and applied knowledge of career counselling, multicultural and cross-cultural counselling, ethical career practice, and adult learning principles
- Up-to-date local labour market knowledge across a variety of industry sectors
- Applied knowledge of BC's Employment Standards Act
- Comprehensive understanding of the unique challenges that immigrants face when attaching to the Canadian labour market
- Practical knowledge of the common sectors professional immigrants are targeting in BC, with knowledge of the accreditation and/or qualification requirements
- Practical understanding of the applied use of the Canadian Language Benchmark (CLB) in a career development context, ESL training, and the process of learning language
- Understands and is able to speak to the unique opportunities and challenges associated with working within a project-based entrepreneurial organization

**Skills**

- Ability to establish and maintain productive counselling relationships with clients
- Skilled at assessing personal characteristics (interests, values, aptitude, personality traits); learning style; vocational identity; conditions of the work environment (tasks, expectations, norms, and qualities of the physical and social settings); as well as career development learning needs
- Can identify and select counselling techniques appropriate to the client's goals, skills and needs
- Skilled at assisting clients to develop employability and job search skills
- Excellent written and verbal communication skills
- Excellent time management and organizational skills
- Competent in analyzing data and statistics, measuring outcomes, using numbers
- Highly proficient with business technologies, including: Windows environment and MS Office, printer/scanners and web based research tools
- Skilled at keyboarding, data entry and database query and reporting structures

**Abilities**

- Proven ability to meet or exceed qualitative and quantitative performance expectations

- Proven ability to conduct needs assessments, develop timely and effective action plans, deliver learning interventions, and maintain client engagement to achieve employment goals
- Demonstrated ability to work effectively with skilled immigrants
- Demonstrated ability to manage client data and effectively document the counselling process while working with a large caseload of clients
- Demonstrated ability to self-manage a complex and flexible work schedule

### **Training, Education and Experience**

- Bachelor degree (or higher) preferred - a combination of education and career development experience will be considered
- 2-3 years experience working with immigrants of culturally diverse backgrounds
- CCDP preferred

### **Other Requirements**

- Able to work weekends and evenings
- Able to work in multiple locations
- Able to pass and maintain a Criminal Record Check - including vulnerable persons
- Fluency in more than one language an asset

### **Critical Success Factors**

- Creative and passionate in working with multicultural clients to enhance labour market attachment
- Strong interpersonal skills and capable of working with diverse multicultural populations
- Commitment to providing quality service and meeting or exceeding program deliverables
- Proven ability to be adaptable in your approach by adjusting to changes in service delivery models, the labour market or participant trends
- Displays a reflective, learning and problem solving approach to work
- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit

### **Application Process**

To apply for this position please submit your resume and cover letter by email to Tara Fong, Director of Career Services at [tara.fong@training-innovations.com](mailto:tara.fong@training-innovations.com)

Internal applicants please cc' Tina Strehlke, Communications Director at [tina.strehlke@training-innovations.com](mailto:tina.strehlke@training-innovations.com)

Applications will be accepted until January 8, 2012.