



Career Opportunity Employment Counsellor

Kamloops Immigrant Services is hiring an Employment Counsellor to join our team. The agency is a non-for-profit organization and a leader in the settlement sector devoted to welcoming immigrants and refugees to Kamloops and the surrounding areas. Our mandate is to support newcomers through integration services in settlement, language, employment, skills development and community connections.

Position Summary:

As Employment Counsellor you are passionate about empowering clients to reach their employment goals. You will be primarily responsible for assisting, advising and informing clients, creating and maintaining client awareness and navigation, conducting needs assessments, co-creating action plans, providing pre-employment skills development support, monitoring and following-up with clients until a successful job or business attachment outcome is achieved.

Duties:

- Provide specialized employment counselling and case management services in English and another language if applicable, including:
 - Employment Needs Assessment
 - Return-to-Work Action Plan Development
 - Skill Development and Training Support
 - Job Search Coaching
 - Resume, Cover Letter, Interview Skills training and support
 - Referrals
 - Case Management and Administration, and
 - RTWAP follow up
- Assist individuals from diverse ethnic, cultural and socioeconomic backgrounds in culturally sensitive manner to enter the labour market.
- Interview clients to establish needs determination, obtain employment history, educational background, career goals, identify barriers to employment and determine English level.
- Coach to better understand the Canadian workplace culture by supporting them through their action plans, with such matters as job readiness skills, job search strategies, writing resumes, cover letters, entrepreneurship programs, preparing for job interviews, job leads and maintaining employment.



- Know about current labour market trends, employment opportunities and social services in your community.
- Collaborate with Work BC Open Door Group and update the protocol agreement as needed
- Collect labour market information for clients regarding job openings, starting business, entry and skills requirements as well as other occupational information.
- Employment maintenance: assist clients with all aspects to maintain employment (labour standards & legislation, team player, dress code etc.).
- Consult and assist employers with improving their understanding of cultural differences, personal diversity hiring initiatives, marketing clients and employers; mediate problems between clients and employers and provide translation as needed.
- Provide liaison services to local ethnic groups, service providers, business and industry to ensure effective collaboration between all parties.
- Provide support to local employers regarding building diverse workplaces. Activities included; cross cultural interview knowledge, employer presentations, resumes/clients for job openings and assistance with retaining workers.
- Organize job fairs, create and host workshops.
- Collaborate with the agency Employment Engagement Advisor to constantly expand the Employment sub-department.
- Maintain accurate records and statistics on database and hardcopies.
- Upload data in internal and external databases.
- Collaborate closely with other programs both in-house and in the community.
- Other related duties as required.

Qualifications

A post-secondary degree, diploma, or certificate in a relevant field (e.g. career or employment development, social work, psychology, sociology, human services, counselling, education or human resources management) OR 2 or more years of demonstrated experience in:

- Providing customer service and resolving issues both in person and by a virtual service delivery system
- Working with individuals with complex barriers and a broad range of cultural backgrounds
- Coaching and mentoring clients
- Working knowledge of the WorkBC Integrated Case Management tool
- Strong grasp of the WorkBC policies and guidelines



- Extensive knowledge of existing programs and services, community resources, and local labour market conditions

Knowledge, Skills, and Abilities

- Fluent in English and in one other language an asset
- Posses excellent English verbal and written communication abilities
- Focused and analytical
- Highly organized, tactful, versatile, and flexible
- Strong interpersonal, cross-cultural communication skills
- Have a good understanding of Canadian work culture
- Minimum of 2 year of professional accounting experience
- Possess Permanent Resident Status or Canadian Citizenship, or on a pathway to PR

Please send cover letter and resume to the Executive Director, executivedirector@kcris.ca
Reference "Employment Counsellor" in the subject line of your application No telephone calls please. Only those selected for an interview will be contacted. DEADLINE to apply: July 16, 2021

POSTING DATE: July 6th, 2021

Expected start date: August 2nd, 2021

Job Types: Full-time, Permanent

Wage: \$45,852.00 - \$45,500.00 per year plus benefits package

COVID-19 considerations:
COVID-19 Safety Plan in place