
Position Title: Employment Worker – Youth Employment and Skills Strategy (YESS) (subject to pending funding approval)
Department: Employment
Reports to: Employment Lead

SUMMARY

Under the supervision of the Employment Lead, the Employment Worker will focus on supporting newcomer youth aged 15- 30 to access job search services and strengthen employability through skill building and on-the- job training. In addition, the program will connect newcomer youth with employment-related resources and facilitate integration into Canada’s economy and labour force. The Employment Worker is responsible for providing information, outreach, assessment, case management, and program support and facilitating workshops and programs in the areas of employment for youth.

Key Responsibilities

- Conduct outreach, client assessment, and case management for youth (aged 15 -30)
- Ensure all processes are in order to enable youth to participate in the employment program
- Collaborate with the Placement Coordinator to ensure youth clients develop an employment action plan
- Coach and give advice to youth in interviewing skills and best practices to support job maintenance and growth
- Support newcomer youth with skills assessment, career planning, and setting goals according to their individual employment needs
- Provide support with immediate needs, such as resume and cover letter preparation and conducting mock interviews
- Work with youth job seekers to determine their individual needs and skills to market to employers in the labour market
- Enable youth to acquire and enhance skills to increase employability
- Promote the program and encourage the participation of newcomer youth in the program
- Collaborate with the Placement Coordinator to create work experience opportunities and support participants by ensuring understanding of work arrangements, contracts, employer expectations and supporting job retention
- Provide ongoing support for the youth by ensuring one-on-one time with youth on a weekly basis

- Enter and maintain client information as per policy and quality assurance guidelines
- Maintain and evaluate data around participant progress and program outcomes
- Collect and analyze program evaluation data to enhance program planning
- Stay updated on current labour market trends, employment issues, community resources, job training, and employment opportunities
- Keep informed of programs and services at Impact North Shore and sector-wide employment services, credentialing bodies, education institutions, employer networks, Chambers of Commerce
- Collaborate with other employment programs/settlement programs to ensure youth referrals
- Provide first language services as required to enhance the client experience, including providing document translation support as required
- Adhere to onsite Health and Safety Procedures
- Other related duties as assigned

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 meet 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 a 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 met on time and according to agreed standards.

Qualifications

- 1 year of experience in a direct client service role, preferably with youth and/or immigrants and understanding of the immigrant and refugee experience and

settlement - integration stages/process

- Education in Community Development, Social Work, Humanities, Career/Employment Counselling and/or relevant experience
- Familiarity with newcomer youth's needs around employment
- General and culturally-specific community resources and services on the North Shore
- Experienced in establishing professional boundaries with clients
- Sensible and sound judgement
- Ability to work in a team environment, as well as a capacity to self-motivate and work independently
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Proficiency in the use of Outlook, MS Office Suite, Teams, Zoom, and ability to learn and adapt to new technologies required for excellent service delivery, as needed
- Knowledge on client service skills, case planning and case management principles and techniques
- Strong knowledge of community resources and services on the North Shore
- Sensitivity to diverse cultural values and individual experiences
- Demonstrated skills in development and facilitation of group training sessions
- Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours, as needed
- Excellent verbal/written communication and interpersonal skills
- Criminal Record Check Required

Additional Information

- **Salary:** \$24.00 - \$27.00 per hour commensurate with experience
- **Work Schedule:** 35 hours/week (schedule may vary)
- **Work Environment:** This position requires in-office work attendance

Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Employment Worker - Youth Employment and Skills Strategy (YESS)" – in the subject line and indicate where you found this job posting in your application email.

Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications, only short-listed applicants will be contacted