
Position Title: Employment Services Specialist – Ukrainian Speaking (term contract until March 31, 2025)
Department: Employment
Reports to: Employment Lead

SUMMARY

Impact North Shore understands the importance of labour market attachment for immigrant settlement and integration. Under the general supervision of the Employment Lead, the Employment Services Specialist (ESS) provides critical one-to-one employment services support in a first language to Ukrainians as they search for initial employment. This position will support Ukrainian-speaking clients to understand the local labour market, aid in their job search, and ensure employment readiness. The ESS will support clients entering the labour market by offering employment counseling, assistance with resumes, applications, and interview preparation, and utilizing employer connections to facilitate job placements.

Key Responsibilities

- Conducts needs and assets assessments, develops service/employment plans, and provides service bridging and referrals for eligible clients, as required
- Provides eligible individuals and families with employment-related supports and services using a variety of delivery methods (online, phone, email, and in person)
- Conducts outcomes measurement, program/service promotions, reporting, client feedback collection, and administrative tasks required
- Provides job search coaching; assists participants with employment barriers, setting realistic career goals, and creating and following action plans
- Stays current on labour market trends, employment issues, community resources, job training, and employment opportunities
- Liaises with service providers to effectively link clients with appropriate employment services (e.g., WorkBC, Career Paths, IECBC mentoring programs, Self-Employment programs)
- Keeps informed of programs and services at Impact North Shore and sector-wide employment services, credentialing bodies, education institutions, employer networks, Chambers of Commerce, etc.
- Develops workshop content on topics, such as professional development, problem-solving, decision-making, and others based on client needs
- Facilitates workshops to enhance clients' employability (i.e., interview skills, employment readiness, job search skills, career exploration, essential skills) using a variety of delivery

methods, including online and in person

- Ensures Employment Lead and Manager of Employment Services are aware of any significant concerns or client issues as quickly as possible
- Attends and takes an active role in departmental, all staff, and community meetings
- Ensures all required service data is correctly inputted into Impact North Shore and government databases; abides by privacy, confidentiality, and secure data storage guidelines; and swiftly responds to queries regarding service data quality
- Becomes familiar with Impact North Shore policies and procedures, programming objectives, client service philosophy, and clearly understands the role this position plays in achieving contractual goals and outcomes
- Provides first language services and interpretation services, as required, for employment programs to enhance the client experience, including delivering document translation support
- Ensures all necessary administrative tasks in relation to service are completed, ensuring all privacy and confidentiality requirements are met
- Performs other duties as assigned by the Employment Lead and Manager of Employment Services

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 met on time and according to agreed standards

Qualifications

- Experience in career development, employment counseling, social work, and direct client service role, preferably with immigrants
- Bachelor's degree in Community Development, Counselling in a related field, or a combination of education and relevant experience
- Proficiency in English and Ukrainian language
- General and culturally specific community resources and services on the North Shore
- Experienced in establishing professional boundaries with clients
- 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
- Excellent knowledge of Microsoft Office Suite, Teams, Zoom, and the ability to learn and adapt to new technologies required for excellent service delivery as needed
- Strong administrative and client service skills
- Strong interpersonal skills and excellent communication and organizational skills
- Sensitivity to diverse cultural values and individual experiences
- Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours as needed

Additional Information

- **Salary Range:** \$27.00 - \$30.00 per hour, commensurate with experience
- **Work Schedule:** 35 hours per week
- **Term Contract:** Till March 31, 2025
- **Work Environment:** This is a hybrid role.

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 Services Specialist – Ukrainian Speaking" – 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.