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**Position Title:** Youth Employment Coordinator – Youth Employment and Skills Strategy (YESS)  
**Department:** Employment  
**Reports to:** Employment Lead

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## SUMMARY

Under the supervision of the Employment Lead, the Youth Employment Coordinator will support the youth employment program delivery and youth attachment to the labour market. The Youth Employment Coordinator conducts outreach to employers to create work placement opportunities for youth in the case management stream and supports participants' successful completion of placements. In addition, the Youth Employment Coordinator develops, implements and monitors programming and ensures successful program outcomes.

## Key Responsibilities

- Coordinate the youth employment program, including outreach, client services, budgeting, and ensure service outcomes are met
- Conduct employer outreach and establish work placement opportunities for case managed clients
- Create and deliver a variety of program workshops to enhance clients' employability (i.e., job search skills, career exploration, life skills) using a variety of delivery methods, including online and in-person
- Conduct outreach, client assessment, and case management
- Enable youth to acquire and enhance skills to increase employability
- Offer coaching on skill development, career information, job search, and retention support
- Coach youth in interviewing skills and give advice on best practices in staying employed
- Conduct and manage the schedule of youth participants for one-to-one job coaching and job development meetings
- Work collaboratively with the Employment Worker to ensure a successful transition of newcomer youth to employment
- Develop employment opportunities for candidates by maximizing, implementing, and maintaining a sound marketing strategy, (including candidate matching, effective client service, and follow up activities), facilitating employment interviews and coaching participants in job interview strategies

- Work with partner agencies to organize employment events and activities for youth, e.g., job fairs, placement opportunities
- Manage an internal applicant tracking system, consisting of employer contact details
- Maintain and enter service records into Impact North Shore and government databases
- Conduct program and service promotions, report writing, client feedback collection, and administrative tasks required
- Keep informed of programs and services at Impact North Shore and sector-wide employment services, credentialing bodies, education institutions, employer networks, Chambers of Commerce
- Strategize with leadership to continually improve employment processes
- Act as a champion of the program, promoting our services throughout community and networking events
- 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

- 3 years' experience in a direct client service role, preferably with 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
- 2 years' job development, career coaching, or placement experience in a related setting
- Demonstrated ability to build lasting professional relationships with clients and employers
- 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 the ability to learn and adapt to new technologies required for excellent service delivery, as needed
- Knowledge of 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 the 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 and written communication and interpersonal skills
- Criminal Record Check Required

### Additional Information

- **Salary:** \$28.00 - \$32.00 per hour commensurate with experience
- **Work Schedule:** 35 hours/week (schedule may vary)
- **Work Environment:** virtual and in-office work

### 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](mailto:hr@impactnorthshore.ca) using "Youth Employment Coordinator - 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;



FORMERLY NORTH SHORE  
MULTICULTURAL SOCIETY

## Job Posting

due to the volume of applications, only short-listed applicants will be contacted.