



Internal/External Employment Services Advisor, Refugee Employment Services



MOSAIC is seeking a client-centred and results-orientated Employment Services Advisor who is passionate about empowering refugee clients to reach their employment goals.

POSITION: **Employment Services Advisor, Refugee Employment Services**

DEPARTMENT: Employment and Language Programs

POSITION FUNCTION: The **Employment Services Advisor** is primarily responsible for creating and maintaining client awareness and navigation, conducting needs and financial assessments to create an action plan for clients, and monitoring and following-up with clients until a successful job attachment outcome is achieved. The advisor is also responsible for achieving, tracking, and reporting on program targets as well as maintaining employer relationships.

- QUALIFICATIONS:**
- A post-secondary degree, diploma, or certificate in a relevant field (e.g. career or employment development, vocational rehabilitation, 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
 - Conducting and interpreting clients' needs assessments
 - Coaching and mentoring clients
 - Building partnerships with community agencies, employers and other stakeholders
 - Strong cross-cultural communication skills, ability to develop employment-related curricula and ability to use program-specific systems.
 - Skilled in using MS Office tools including Outlook.
 - Extensive knowledge of existing programs and services, community resources, and local labour market conditions.



- Able to manage a large case load while balancing between client services and outcome targets. Is patient, tactful, and flexible
- Strong interpersonal, cross-cultural communication skills and facilitation skills.
- Career Development Practitioner certification an asset
- Fluency in another language is considered an asset
- Criminal Record Check required

HOURS: Part-time (17.5 hrs/week) for 6 months

STARTING SALARY: \$10,233 to \$11,516, based on experience
Based on 17.5 hrs/26 weeks

RESUMES TO: Hiring Team - MOSAIC Employment Programs
5575 Boundary Road
Vancouver, BC V5R 2P9
Email: employmentprograms@mosaicbc.org

Please reference “**Your Name – Employment Services Advisor Refugee Employment Services- PT**” in the subject line of your application and submit via email (Word / PDF format). No telephone calls please. Only those selected for an interview will be contacted.

DEADLINE: Ongoing until a suitable candidate is hired

POSTING DATE: April 17th, 2019

MOSAIC is committed to promoting equal employment opportunities for all members of the community

