At MOSAIC, we take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We were recognized in the 2019 List of Best Workplaces™ in Canada (100-999 employees) by the Great Place to Work® Institute. With over 40 years of experience, we’re one of the largest settlement organizations in Canada engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone’s life today!

MOSAIC is seeking an adaptable, independent, client-centered, results-oriented individual who is passionate about empowering clients to reach their personal and employment goals in the role of Skills Enhancement Specialist. This position is based out of the Fraser Works New Westminster location.

**POSITION:** Skills Enhancement Specialist – Fraser Works New Westminster

**DEPARTMENT:** Employment & Language Services

**POSITION FUNCTION:** Under the direction of the General Manager and the Coordinator, the **Skills Enhancement Specialist** delivers comprehensive employment services for all clients seeking occupational training, project-based labour market training, adult basic education, short-term orientation and certificate training, short-duration training, academic upgrading and referrals to the self-employment program under the WorkBC Centre. This position is part of a full range of WorkBC Employment Services and while the primary duties described outline the core work, adaptability to meeting other service needs as they emerge will be required. The **Skills Enhancement Specialist** will mitigate any barriers to employment that may be identified by the Needs Assessment Specialist, and refer to appropriate interventions based on the client’s needs to obtain and maintain employment.

**QUALIFICATIONS:**

- A post-secondary degree, certificate or diploma in a relevant field (career or employment development, counselling, social work, sociology, psychology, human services, education), or a certificate or diploma or course work in related fields, or a combination of training and experience in an area related to the program
- Experience working with individuals with complex barriers and a broad range of cultural backgrounds
- Sound knowledge of the Employment Insurance Act, BC Employment and Assistance program and WorkBC employment services policies
- Knowledge of motivational interviewing
- Experience job coaching/counselling
- Excellent inter-personal verbal and written communication skills
- Ability to work co-operatively in a team environment
- Proficient in Microsoft Windows operating system and Microsoft Office software such as Word, Excel, Access, Outlook, the Internet and Integrated Case Management system (ICM)
- Experience providing customer service and resolving issues both in person and in a virtual service delivery environment
- Experience with reviewing and assessing training applications and referral streams
- Experience conducting and interpreting client needs assessments, coaching and mentoring clients
- Experience building partnerships with employers, community agencies and other stakeholders
- Experience developing mutually agreed-upon action plans and monitoring progress while assisting individuals to move towards labour market attachment
- Experience negotiating financial supports and assessing the financial needs of the client within the limits of WorkBC policy and assessing appropriate taxes
- Experience building relationships with trade associations such as the Industry Training Authority, and Indigenous Skills and Employment Training Strategy (ASETS)
- Extensive knowledge of training programs
- Experience de-escalating and maintaining composure in high stress situations using Non-violent Crisis Intervention certification
- Current and satisfactory Criminal Record Check required

**HOURS:** Full-time (35 hours per week)

**STARTING PAY:** $43,425 to $46,064 annual salary or more based on qualifications and experience

A competitive benefits package is provided with contracts of at least 1 year in length which offer a minimum of 17.5 hours of work per week.

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

Please reference “Your Name – Skills Enhancement Specialist, FWNW location” in the subject line of your application and submit via email (Word/PDF format). No telephone calls please. Only applicants selected for an interview will be contacted.

**DEADLINE:** Ongoing until filled

**POSTING DATE:** December 16, 2019

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