



**Internal/External Employment Opportunity
Coordinator,
Pre-Arrival Services,
Surrey Location**

Why you should apply with us:

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!

Join our team!

MOSAIC is seeking a client-centered and results-oriented individual who is motivated to succeed in the role of Coordinator! This position will work out of the Surrey Newcomers' Centre location.

POSITION:

Coordinator

DEPARTMENT:

Employment & Language Services

ABOUT THE POSITION:

As the Coordinator, you'll assist the Manager with the development and delivery of overall operations and outcomes of the Pre-Arrival Services with an emphasis on quality assurance, and supervision of staff and volunteers, recruiting clients, collecting and reporting statistics and outcomes. The Coordinator works with internal, community, agency, and funding partners to deliver employment services to clients and help in the achievement of contractual outcomes.

KEY RESPONSIBILITIES:

- Assist the Manager with the development and implementation of program services
- Coordinate and implement deliverables stipulated in contracts; inform Manager and funding partners of achievement of contractual outcomes for the program or service; prepare regular reports for the Manager on the achievement of quality standards
- Ensure development and maintenance of systems, procedures, and standards for the program; review documentation of services
- Understand and participate in the evaluation of the program; may develop and implement evaluation of program components; provide recommendations for revisions to the program model

- With the Manager, hire, train, and evaluate program staff, particularly in relation to the overall quality of the program
- Ensure staff and volunteers understand and follow policies, procedures, and maintain the standards in service delivery
- With the Manager, prepare or supervise staff in preparation and monitoring of budgets, cash flows, variances, financial statements and reports, and expense records
- Provide support to clients as needed

MINIMUM QUALIFICATIONS:

- A post-secondary degree, certificate or diploma in a relevant field (human resources management, career development, counselling, social work, psychology, adult education), or completion of course work in related fields, or 2 or more years of demonstrated experience in:
 - Community development and employment programs
 - Working with immigrant populations and people from diverse backgrounds
 - Building partnerships with employers, community agencies and other stakeholders
 - Providing employment counselling services through virtual delivery systems
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- Extensive knowledge of employment programs and services, online delivery and adult learning methodologies, and local labour market conditions
- Experience supervising staff
- Leadership skills and ability to take initiative
- Excellent interpersonal, cross-cultural, and written communication skills
- Experience achieving high levels of client satisfaction and contractual targets
- Excellent problem-solving, collaboration and organizational skills
- Ability to work independently and in a team environment
- Tactful, discreet, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgment in decision-making
- Flexible; able to adjust approach in order to meet the requirements of the program
- Comfortable engaging with funders and service delivery partner organizations
- Some financial management experience
- Proficiency in Microsoft Office suite, database software, and the ability to operate standard office equipment

BONUS SKILLS/CERTIFICATIONS:

- Ability to speak a second language will be considered an asset
- Certified Career Development Practitioner designation will be considered an asset

HOURS:

Full-time (35 hours per week)

STARTING PAY:

\$45,791 to \$48,576 annual salary based on experience and qualifications

We offer a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

HOW TO APPLY:

Please apply via email. In the subject line of your email, please type:

“Your Name – Coordinator, Pre-Arrival Services, Surrey location”

Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:

Hiring Team – Employment Programs

5575 Boundary Road

Vancouver, BC V5R 2P9

Email both the cover letter and resume to: employmentprograms@mosaicbc.org

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted.

DEADLINE TO APPLY:

March 27, 2020 at 5:00 PM

POSTING DATE:

March 13, 2020



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