



## **Internal/External Job Posting**

### **Coordinator**

### **Employment Programs**

### **Hybrid – Onsite and Remote Work**

**POSITION:** Coordinator

**DEPARTMENT:** Employment, Language, & Social Enterprise Services

#### **POSITION FUNCTION:**

Under the direction of a Manager, the Coordinator is responsible for the development, implementation, administration, overall operations, and outcomes of the program. The position emphasis is on client recruitment, quality assurance, supervision of staff, and delivery of frontline employment services. The Coordinator works with internal, community, agency, and funding partners of programs, projects, or services assigned to the position. During times of COVID protocols, work is planned for in office (Surrey location) with necessary safety protocols in place and remote work activities.

#### **KEY RESPONSIBILITIES:**

- Assist the Manager with the development and implementation of employment program
- Coordinate and implement deliverables stipulated in contracts such as program recruitment, client orientation, coordinating activities and tasks with project partners; work with Manager to report out on achievement of contractual outcomes for the program or service to funders and other stakeholders; prepare regular reports 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 understand and follow policies, procedures, and maintain the standards in service delivery
- Ensure subcontracted staff receive the support they need to perform effectively
- With the Manager, prepare or supervise staff in preparation and monitoring of budgets, cash flows, variances, financial statements and reports, and expense records
- Remain current with CARF standards relevant to the program
- Provide coverage and 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 two 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
- Experience doing job development
- Providing employment counselling services
- Current and satisfactory Criminal Record Check required

#### **DESIRED SKILLS AND QUALIFICATIONS:**

- Excellent knowledge of employment programs and services, online delivery and adult learning methodologies, and local labour market conditions
- Proficiency in Microsoft Office suite, database software, and the ability to operate standard office equipment
- Experience presenting on program goals and outcomes
- Experience in outreach and client recruitment
- Strong supervisory and 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

#### **BONUS SKILLS/CERTIFICATIONS:**

- Career Development Practitioner certified will be considered an asset

**HOURS: This is a full-time position**

**STARTING PAY:** \$28.60 to \$32.50 per hour depending 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, Employment Programs, Surrey Office Hybrid"  
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](mailto:employmentprograms@mosaicbc.org).

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted. Before applying, you must legally be permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of the position.

**DEADLINE TO APPLY:**

Ongoing until filled

**POSTING DATE:**

July 20<sup>th</sup>, 2022



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