



Victoria Immigrant & Refugee Centre Society (VIRCS)

1004 North Park Street - Victoria, B.C. V8T 1C6

Telephone: (250) 361-9433, Fax: (250) 361-1914

JOB DESCRIPTION: EMPLOYMENT COUNSELLOR

Job title: Employment Counsellor
Reports to: Program Manager, Settlement and Integration Services Program
Status: Full time, 37.5 hours/week
Application Deadline: May 15, 2018; 5:00PM PST

The Victoria Immigrant and Refugee Centre Society has been dedicated to immigrants and refugees in Greater Victoria for almost 30 years, helping clients from all over the world. It serves more than 3,000 newcomers annually with its programs in the areas of employment, settlement, integration, children and youth, as well as many other projects and activities.

PRIMARY ACCOUNTABILITY:

To provide settlement and integration services to support the integration of Temporary Residents (including refugee claimants) and Naturalized Citizens into B.C. Society and the economy. Operating within the B.C. Settlement and Integration Services Program, the Employment Counsellor is responsible for the provision of employment-related orientation, information, connections and services, to support eligible clients to integrate more efficiently into the economy and the labor market, through one-on-one meetings, group workshops and events.

RESPONSIBILITIES:

- Identify clients' needs, strengths and barriers to effective economic integration during the intake process, and work with the clients to establish goals, milestones and objectives;
- Provide information to clients about the local job market;
- Connect clients to available job opportunities that suit their needs and desired career paths based on a comprehensive analysis, or alternative career path and regional mobility;
- Connect clients with professional networks, peer mentors and local businesses to support job search or increase understanding of a particular type of work or industry;
- Connect clients who may be considering self-employment options to Small Business BC services and workshops;
- Provide one-on-one and small group employment counselling;
- Support clients' access to WorkBC and other employment training and bridging programs, develop referral protocols, and coordinate services with WorkBC staff to ensure that clients access more comprehensive WorkBC services;
- Organize information sessions on workplace rights and responsibility, work safety, and workplace culture;
- Provide assistance or refer clients to relevant services in case of workplace safety or employment standards violations;
- Work with employers to help clients access training grants;
- Conduct outreach activities as well as remote service delivery by phone or email where needed;

- Engage volunteers who are more established in the community to provide additional support to the enquiry and referral services (e.g. interpretation and appointment making with other services);
- Organize group workshops and engage guest speakers on a frequent basis;
- Maintain a good level of collaboration with our partners in delivering the B.C. Settlement and Integration Program around the CRD area in the spoke locations of Saanich, Sidney, Oak Bay, Esquimalt/View Royal, Westshore, and Sooke, namely, the Vancouver Island Regional Library and the Greater Victoria Public Library branches;
- Conduct regular reporting on activities and progress in compliance with the program requirements;
- Actively promote the B.C. Settlement and Integration Program to all staff, volunteers, Service Delivery Partners, community networks and agencies;
- Remain aware of up-to-date community and partner resources and supports;
- Participate in necessary trainings and seminars relevant to VIRCS and Settlement and Integration work;
- Attend and participates in regular team meetings and all-staff meetings;
- Ability to work in the various locations identified in the hub and spoke model for the service delivery on a rotational basis (Victoria, Saanich, Sidney, Oak Bay, Westshore, Esquimalt/View Royal, and Sooke);

REQUIRED SKILLS, AND EXPERIENCE:

- At least 2 years relevant work experience;
- Familiarity using case management approach in service provision;
- Thorough knowledge of Employment-related principles and practices;
- Cross-culturally aware and able to engage with people from diverse ethnic, cultural and religious backgrounds;
- Empathetic, warm and engaging personality, with strong interpersonal, relationship-building and networking abilities;
- Organized and efficient; able to successfully complete multiple tasks in a timely manner
- Strong administrative and computer skills (Word, Excel, Powerpoint, database, internet, e-mail);
- Outstanding written and verbal communication and presentation skills;
- Good judgement, problem-solving and analytical skills;
- Team player and able to function in multi-disciplinary team setting;
- Strong assessment and problem-solving skills and conflict resolution skills;
- Adherence to professionalism, discretion and confidentiality;
- Ability to work in a fast-paced, rapidly changing environment;

ASSET QUALIFICATIONS:

- Knowledge of a language reflective of British Columbia's immigrant demographic distribution (including but not limited to: Punjabi, Cantonese, Chinese, Mandarin, Tagalog, Spanish, Korean) is a strong asset;
- Knowledge of available employment resources in Greater Victoria;
- Knowledge of legislation and policies affecting migrant, newcomer, and Naturalized Citizens with barriers to economic integration in Canada;
- Commitment to work ethic premised upon anti-oppression and anti-xenophobia;
- Sensitivity to issues of immigration and knowledge of adjustment and transitional issues specific to newcomers or individuals facing barriers to economic integration and employment;
- Understanding, sensitivity and an awareness of social justice, diversity and anti-oppression issues;

TO APPLY:

If your credentials meet the above job description, please forward your cover letter and resume, quoting the job title in the subject line, to: Yazan Khalaileh, Settlement Director, yazan@vircs.bc.ca. Application deadline is May 15, 2018; 5:00PM PST.

SALARY: \$20.5/hr x 37.50hrs/Week.

NOTE: This application is open to both internal and external candidates. Strong internal candidates will be given preference.

VIRCS is an equal opportunity employer. We encourage applications from people of different ethnic and cultural backgrounds, especially immigrants to Canada who are entitled to work in British Columbia.