

EMPLOYMENT COUNSELLOR/MENTORING COORDINATOR POSITION
Skills Connect Program for Immigrants
Victoria Immigrant and Refugee Centre Society (VIRCS)

Dear Applicant,

Thank you for your interest in the employment counsellor/mentoring coordinator position. You may find the following information useful for your application. Please note that this is an **internal posting** for volunteers, clients and VIRCS's current/former staff. If there is no suitable applicant, the posting will then be open to the public. Many thanks for your patience. Good luck!

Viet Tran, Employment Transitions & Coaching Program Director

Basic Information:

Part time (15 hours per week, 9 a.m. to 5 p.m., Mon. to Fri. – schedule can be flexible), with a possibility of more hours in the future.

Deadline for application: Before 5 p.m. February 15th, 2010

Tentative start date for work: March 15th, 2010

Qualifications:

- 1) MUST be a good listener, have good problem-solving skills, and have the ability to handle difficult situations with patience and compassion.
- 2) MUST be highly organized.
- 3) Experience working in a multicultural environment or with immigrants and visible minorities. A second language is an asset.
- 4) Demonstration of interest in and acceptance of other cultures.
- 5) Have relevant education and experience in relevant field. Training in counselling is a definite asset.
- 6) MUST possess excellent writing skills.
- 7) Good knowledge of employment and training programs and other community resources in Greater Victoria.
- 8) Connections to local employers or professional associations an asset.
- 9) Ability to network effectively and promote the mentoring program.
- 10) Computer skills required: MS Word, Excel, and basic knowledge of computer hardware.

JOB DESCRIPTION: EMPLOYMENT COUNSELLOR/MENTORING COORDINATOR POSITION

As members of a community-based organization, all staff of the agency must demonstrate a commitment to the principles of: ultimate accountability to the community, as represented by the Board of Directors; cooperation and team work; and to work actively toward the promotion of harmonious relations among staff.

1. DUTIES AND RESPONSIBILITIES:

1.1 Assessment:

During the Assessment phase, the Employment Counsellor will:

Help the client determine his/her individual employment needs.

Help the client collect information about her/his employment background, education, financial situation, and skills, and prepare for credential evaluation if necessary

Assist client in contacting professional associations and licensing bodies

Help client identify her/his barriers and determine his/her need(s) and goal(s) for employment
Help the client identify and analyze strengths and weaknesses to employment
Examine with the client all possibilities, options, and appropriate interventions to address the client's identified need(s)
Discuss with the client about specific activities/services/training or possible actions that the client is able to participate in
Help the client build up confidence and create a strategy for his/her search for employment by creating a practical and achievable Action Plan to overcome his/her specific employment barriers and increase her/her employability.

1.2 Skills Enhancement:

Many Skills Connect clients upgrade their academic qualifications, technical skills, language skills, etc. During this phase, the Employment Counsellor will:

- Help the client identify training needs and find appropriate training
- Submit all invoices for training in a timely manner
- Monitor client's progress during training
- Assist in application for credential evaluation, licenses, memberships, and translation services

1.3 Workplace Orientation

While the client is actively searching for work, the Employment Counsellor will:

- Contact active clients at least once every two weeks to follow up clients' progress
- Provide employment counseling, including interview and follow-up to clients on an individual basis appropriate to the individual characteristics and needs of the clients
- Help client analyze the local labour market
- Teach clients effective job search strategies
- Inform clients of job openings, workshops, job fairs, networking events, etc.
- Be familiar with employment and training programs, and other community resources, and disseminate this information to clients
- Establish contact with the business community that will lead to informational interviews, mentoring, and/or possibly employment
- Contact mentors, employers and potential mentors/employers in person, by telephone and through email or social media.

1.4 Mentoring Responsibilities

- Contact potential mentors and promote the mentoring program by searching companies, faculty lists, lists of association members, attending networking events, unions, personal contacts, etc.
- Meet and screen potential mentors in person; explain application process to mentors
- Prepare mentee for mentoring process by going through Mentee Guide and through mock interviews
- Facilitate first meeting between mentors and mentee
- Monitor mentoring process through regular checking in
- Provide support when problems arise
- Revise marketing material, guides and forms for the Mentoring Program when needed
- Work with volunteers and Volunteer Coordinator for recruiting mentors

1.5 Other Responsibilities:

Recruit program's clients

Perform eligibility checks of all program potential clients and arrange for Canadian Language Benchmarks Assessment when needed

Refers non-targeted/ineligible clients to either the Employment Transitions & Coaching Program, I-Plan-It Program, or to appropriate EAS providers

To be responsible to the Program Director and the Skills Connect team

Organize and carry out counselling duties listed above, working as part of a team with other staff

Report client information and ensure confidentiality

Keep files on clients, maintain detailed and current records on services provided to clients and activities within the business community

Record and report appropriate statistics; record invoices and monitor budget

Participate in bi-weekly staff meetings and monthly conference calls

Participate in staff evaluations every twelve months

Carry out such other activities as may arise from time to time, as requested by the Program Director

Important Note: *The above job description is subject to be changed from time to time based on needs of the program and requirements of funders.*