

**World Skills Employment Centre Internal/External Job Posting**  
**Employment Specialist, Empowering Newcomer Women (ENW) Program**

<b>Term:</b>	Full time position (35 hours per week) to March 31, 2024 with possibility of extension
<b>Application process:</b>	Please send your cover letter and resume saved as one file with <b>Your Name_ Employment Specialist ENW</b> as the subject heading to <a href="mailto:hr@ottawa-worldskills.org">hr@ottawa-worldskills.org</a>
<b>Deadline:</b>	Sunday, September 17 <sup>th</sup> , 2023
<b>Salary and Benefits:</b>	\$29.81 per hour plus a comprehensive benefits plan including health, dental, RRSP and vacation leave

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**Position Summary:**

World Skills, a not-for-profit employment service for new Canadians, is seeking to fill the position of Employment Specialist within the Empowering Newcomer Women (ENW) Program. The main role of this position is to provide pre-employment information, guidance and support to internationally trained individuals to achieve their employment goals and/or access to training and education opportunities. Services are delivered on a one-to-one basis and through group facilitation. The Employment Specialist works with a variety of functional teams related to pre-employment programs and services, outreach and communications. The employee will perform the following duties:

**Major Responsibilities:**

**Intake and Needs Assessment**

- Conduct employment needs assessments for new ENW clients and document client's employment goals, needs, and situations in the database, following a case management approach
- Conduct employment needs assessments for World Skills clients as a member of the Intake, Assessment and Referral team at World Skills
- Follow up and further support clients with their employment action plan, documenting all interventions in the database following a case management approach
- Refer and schedule clients into ENW workshops and other relevant programs and services, and follow up with invitation reminders and telephone calls as needed

**Employment Coaching Services and Supports**

- Provide employment coaching services and support to clients, including the co-creation of job search action plans and referrals to World Skills and community partner services
  - Interview clients to obtain employment history, educational background and career goals
  - Identify barriers to employment and assist clients with such matters as job readiness skills, job search strategies, writing résumés and preparing for job interviews
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- Provide established workers with information and strategies for maintaining a job or moving within an organization, dealing with job dissatisfaction, making mid-career changes and adjusting to workplace transitions
- Collect labour market information for clients regarding job openings, entry and skill requirements and other occupational information
- Identify appropriate community partner services that would serve the needs of ENW clients from language services to skills building and training programs
- Monitor client progress to successful job placement and retention outcomes by building a strong rapport with clients and Recruitment Specialists
- Follow-up on client progress through regular check-ins, coaching and communications
- Participate in case management discussions with ENW team and other World Skills team members to identify opportunities for ENW clients
- Work closely with the employer engagement team to identify potential candidates and to match them with employment opportunities advertised by the organization on behalf of employers
- Work closely with World Skills teams and partner agencies to ensure service excellence and appropriate client referrals
- Invite clients to planned events such as targeted recruitment, networking and coaching events
- Contribute to the delivery of special projects and support employment opportunities for ENW and job-match clients
- Maintain excellent working knowledge of local labour market trends, community resources, the needs of newcomer job seekers and employers, and other stakeholders
- Attend staff meetings, team meetings and other external meetings as required and share best practices in the program
- Perform other duties from time to time, as required by the organization

### **Reporting**

- Enter and maintain client information (referrals, notes etc.) in centralized profile tracking system and database
- Maintain electronic and hard copy files as applicable and collect client testimonials
- Contribute to narrative and other reports as required
- Provide weekly/monthly/quarterly reports as required

### **Training and Workshop Coordination**

- Develop and deliver trainings, workshops, and events in collaboration with the ENW team, with a focus on women and employment, using adult learning principles
  - Utilize a variety of interesting and effective teaching and facilitation methodologies, and regularly develop and update curricula based on feedback and program evaluation
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- Provide support for coordination of information sessions, registration of clients and required follow-up with clients
- Support targeted recruitment activities by sharing events with clients, supporting sessions and completing required follow-up with clients

### **Outreach Activities**

- Collaborate to promote and organize ENW information sessions and outreach events including community-based and social media outreach
- Represent ENW and World Skills and participate in outreach and learning events as required
- Research and identify opportunities to reach potential ENW clients (e.g. partner organizations, community organizations and groups) to familiarize them with ENW and World Skills services
- Maintain records of outreach activities and outcomes as applicable and track activity trends

### **QUALIFICATIONS:**

- Post-secondary education in Human/Social Services, Education, Human Resources, Business or a related field with 2-3 years of progressive experience in employment and career services, human resources or recruitment or a combination of training, education, and experience
  - Fluency in English (oral and written) is essential, and other languages are highly desirable (e.g. French, Arabic, Ukrainian, Tigrinya, Pashto)
  - Two years of experience in providing employment supports, career coaching, labour market integration, and case management
  - Advanced skills in communication, writing, MS Office and current technologies to deliver virtual services
  - Experience in workshop coordination and group facilitation
  - Understanding of the challenges faced by newcomers to Canada and labour market trends
  - Flexible, responsive and open to learning and contributing to a range of organizational activities to add value to our work
  - Sound intercultural communication skills, diplomacy, maturity and integrity
  - Proven ability to work effectively as part of a team in a multi-cultural environment
  - Experience in effectively running programs in a virtual environment, including creatively interfacing with digital platforms and utilizing digital tools to engage participants in meaningful experiences is an asset
  - Ability to maintain confidentiality is imperative
  - Ability to work under pressure, to communicate effectively (verbal and written), to establish priorities and deal with tight timelines
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- Ability to recognize the need for change and to develop plans for change where necessary
- A strong work ethic having the needs of the organization and the clients as the primary priority.

World Skills operates in a hybrid environment. This position is currently expected to work in the office a minimum of 1 day per week, plus in-person meetings or events as required. In the future, staff will be expected to work in the office 2-3 days a week.

World Skills Employment Centre is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager upon scheduling your interview. We encourage applications from qualified people of all backgrounds, including women, member of visible minorities, Aboriginal peoples, LGBTQ++ and persons with disabilities.

**Thank you for your interest in this position; only candidates selected for an interview will be contacted.**