

World Skills Employment Centre Internal/External Job Posting
Employment and Research Specialist, FIN YESS Program

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

Position Summary:

World Skills, a not-for-profit employment centre for new Canadians, is seeking to fill the position of **Employment and Research Specialist within the FIN YESS Program**. The main role of this position is to provide information, guidance and support to newcomer youth to achieve their employment goals and/or access to training and education opportunities.

Services are delivered on a one-to-one basis and through workshops and other events (e.g., networking event). The Employment Specialist works with FIN YESS partners, and a variety of pre-employment programs and services, outreach and communications. The successful candidate will demonstrate personal commitment to, and understanding of World Skills' mission, vision, values and participant outcomes.

The Federal Internship for Newcomers (FIN) Program, which is managed by the Settlement and Integration Policy Branch within Immigration, Refugees and Citizenship Canada, aims to provide temporary paid work experience to newcomers in federal government departments and other government organizations.

The Youth Employment and Skills Strategy (YESS) is an integrated strategy, which aims to provide flexible and holistic services to support all young Canadians develop the skills and gain paid work experience to successfully transition in the labour market. The YESS program also encourages collaborations and innovation to increase capacity across the youth service provider network (e.g. employers, service delivery organizations and educational institutions), to better support youth, and to help employers hire and retain youth, in particular those who face barriers.

The FIN-YESS initiative aims to develop and test new strategies for successfully engaging young newcomer professionals (ages 21 to 30) in the various stages of the FIN program.

Major Responsibilities:

Intake and Needs Assessment

- Conduct employment needs assessments for new FIN-YESS clients, and other World Skills clients, and document client's employment history and goals, educational background, needs, and situations in the database, following a case management approach
- Refer and schedule clients into FIN-YESS workshops and other relevant programs and services within World Skills and with community partners, 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, following a case management approach.
- Identify barriers to employment and assist clients with such matters as job readiness skills, job search strategies, writing résumés and preparing for job interviews
- Provide retention support for maintaining a job or moving within an organization, dealing with job dissatisfaction, making career changes and adjusting to workplace transitions
- Collect labour market information for clients regarding job openings, entry and skill requirements and other occupational information
- Follow-up on client progress through regular check-ins, coaching and communications
- Participate in case management discussions with FIN-YESS team and other World Skills team members to identify opportunities for 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
- Contribute to the delivery of special projects (e.g., Job Fairs) and support employment opportunities for 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

Research

- Collect, analyze, and interpret quantitative and qualitative data and produce high quality and timely deliverables such as reports or presentations related to the FIN YESS project
 - Research and propose ideas to benefit newcomer youth in relation to the project
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Reporting

- Enter and maintain client information (referrals, notes etc.) in the centralized database
- Collect client testimonials
- Contribute to narrative and other reports as required

Training and Workshop Coordination

- Develop and deliver trainings, workshops, information sessions, and events in collaboration with the FIN-YESS team, with a focus on youth 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
- Provide support for the coordination of events, related to the registration and the required follow-up with clients
- Develop trusting relationships with project partners by being responsive and communicating clearly and appropriately about project-related issues

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, social services, human resources or recruitment or a combination of training, education, and experience
- Fluency in English (oral and written) is essential, and fluency in French is highly desirable
- Two years of experience in providing employment supports, career coaching, labour market integration, using a case management approach
- Ability to communicate effectively (verbally and in writing), and knowledge of MS Office tools
- 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
- 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 developing and implementing qualitative and quantitative research with newcomers or youth in culturally diverse communities, and presenting gathered information in various documents and reports is an asset
- Ability to maintain confidentiality is imperative

- Ability to work under pressure, to establish priorities and deal with tight timelines
- 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.