

World Skills Employment Centre Internal/ External Job Posting
Intake, Assessment and Referral Counsellor, SOPA

Term:	Full time position (35 hours per week) from February 1, 2026 to March 31, 2026
Application process:	Please send your cover letter and resume saved as one file with Your Name_ IAR Counsellor as the subject heading to hr@ottawa-worldskills.org
Deadline:	Monday, January 19th, 2026
Salary:	\$31.58 per hour

POSITION SUMMARY:

World Skills, a not-for-profit employment service for new Canadians, is seeking to fill the position of Intake, Assessment and Referral Counselor to work as part of the Settlement Online Pre-Arrival (SOPA) team. SOPA is a partnership between World Skills Employment Centre (WS), Catholic Centre for Immigration (CCI), and Immigrant Services Association of Nova Scotia (ISANS). SOPA was created to improve linkages between pre-arrival and post-arrival services using a suite of professional online tools. Clients have access to various tools before arriving in Canada to facilitate and accelerate economic integration.

The Intake, Assessment and Referral Counsellor, SOPA is responsible for using trauma-informed best practices when meeting with potential clients to conduct full intake, needs assessment, and referral process for the SOPA Program and World Skills as per organizational and program requirements. The employee will perform the following duties:

MAJOR RESPONSIBILITIES:

- Conduct general and employment needs assessments for new and existing clients and document client's employment goals, needs, and situations in the database, following a case management approach, ensuring timely entry and accuracy of inputs
- Follow up with clients on a daily basis
- Determine client priorities for pre-arrival services, referring clients to courses and employment counselling as needed
- Develop individualized Settlement/Action plan documents for each client and consistently keep settlement and employment information up-to-date on post-arrival resources
- Refer clients to appropriate partner agencies in their destined landing city and connect clients with local orientation tools and links to the local community
- Reach out and establish connections at other settlement agencies, and conduct warm referral of clients
- Ensure clients have a clear understanding of the commitment required to participate in SOPA

- Act as a contact person for clients who may follow up responding to general questions about local client destinations
- Coordinate and host information and orientation webinars about settlement related topics specific to the destination province and local areas
- Participate in other SOPA activities and program elements as needed
- Identify challenges within the intake, needs assessment, and referral process, contributing to the development of plans for improvement and ensuring a seamless workflow
- May participate in case management discussions with World Skills team members to identify opportunities for clients
- Work closely with World Skills teams and partner agencies to ensure service excellence and appropriate client referrals
- May 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 World Skills 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 meeting as required and share best practices with the team
- Perform other duties from time to time, as required by the organization

Data Entry and Reporting

- Enter and maintain client information (referrals, case notes etc.) and activity outcomes in the databases following a case management approach
- Execute accurate and timely data entry tasks, including maintaining confidential client information, referrals, and notes into the World Skills client relationship management system
- Contribute to narrative and other reports as required, including collecting client testimonials
- Provide weekly/monthly/quarterly reports as required
- Communicate with clients and team members to ensure the program guidelines are followed and accurate data is provided

QUALIFICATIONS:

- Completion of a degree, diploma or certificate in a related field with 2-3 years of progressive experience in employment and career services, human resources or a combination of training, education, and experience
- Fluency in English (oral and written) is essential, fluency in French is an asset
- Advanced skills in communication, writing, MS Office and current technologies to deliver virtual services
- Demonstrated proficiency using a CRM system for the efficient intake, assessment, and referral process
- Excellent customer service skills

- 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
- Strong intercultural communication skills, diplomacy, maturity, integrity and ability to maintain confidentiality
- Proven ability to work effectively as part of a team in a multi-cultural environment
- Ability to work under pressure, to communicate effectively (verbal and written), 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.

ISANS Core Competencies

Cultural Competency; Equity, Diversity & Inclusion

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

World Skills operates in a hybrid environment. This position will be expected to deliver services in person at community housing locations. This will require in person work, a minimum of 3 days per week, plus any additional meetings or events as required.

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. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager. We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Indigenous peoples, persons with disabilities, and persons of any sexual orientation and gender identity.

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