

Career Strategist Position – BC Skills Connect for Immigrants Program

Training Innovations is delivering the new **BC Skills Connect for Immigrants Program** and recruiting for an enthusiastic outcome focused project team for September 1st.

Skills Connect is an employment bridging program assisting immigrants to secure or improve employment that utilizes their pre-arrival skills, knowledge and experience and is funded by the Ministry of Advanced Education and Labour Market Development.

The Skills Connect for Immigrants Program at Training Innovations offers an exciting array of flexible and individualized activities in a blended face-to-face and online career development counselling model, which includes business connections designed to create employment opportunities and support new immigrants in their successful integration into the workplace. Services also include identification of and financial assistance for language, skill and professional development to assist immigrants in reaching their employment goals. Training Innovations has partnered with Vancouver Community College to provide CLB language assessment services and information on ELSA and other English as a Second Language development needs.

The Program will be delivered mainly out of our Burnaby head office location with regular monthly appointments in our North Vancouver, Squamish and Whistler offices, with itinerant services in Richmond, and Coquitlam. Team members will have a flexible work schedules incorporating day, evening and periodic Saturday services.

If you are passionate about working with immigrants as they transition into successful employment and integrate into a new culture, and you have multicultural career development experience, we'd love to talk with you about this very exciting program and employment opportunity.

As a Career Strategist your success is measured by:

- Engaging Participants in our career service intervention, maintaining Participant-centred engagement throughout the intervention, and supporting Participants to successfully obtain meaningful employment
- Demonstrating knowledge and use of multicultural career counselling and coaching, adult education and online facilitated learning methodologies in your practice
- Ensuring project outcomes reflect our expected agreement deliverables
- Maintain a collaborative and innovative approach in working with team members to meet and exceed service objectives
- Ensuring that Participants have met their own career development and learning goals through our services
- Remaining adaptable in your approach by adjusting to changes in service delivery models, the labour market or Participant trends

Qualifications and Experience

- Minimum of a bachelor degree in a related field and/or career development practicing training/education combined with at least one year of work experience in a similar role; preference is for Master's degree in counselling, education or social work combined with related experience working with multicultural Participants
- Experience conducting needs assessments, developing action plans to address targeted needs and maintaining Participant engagement to reach employment goals
- Commitment to pursuing and achieving the BC Certified Career Development Practitioner designation
- Demonstrated understanding of multicultural counselling, human and career development theories and practice, and understanding of the principles of adult learning
- Outstanding written and verbal communication skills, as well as strong technical skills using MS Office
- Ability to demonstrate self-management skills in managing a complex and flexible work schedule

- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit.
- The successful applicant will benefit from access to a car for periodic travel throughout the service area (travel costs will be reimbursed)

	Key Accountabilities & Best Practices
<i>Deliver holistic, coordinated, multicultural career counselling services aligned with the service delivery model</i>	<ul style="list-style-type: none"> ▪ Demonstrate knowledge and application of multicultural career counselling theory, including self-awareness of one’s own assumptions, values and biases; understanding the world view of the culturally different individual and incorporating appropriate strategies and techniques to address these variances into your professional practice ▪ Incorporate online learning and adult education methodologies into your practice ▪ Integrate into your practice the understanding and belief that effective career counselling and coaching requires collaboration at all levels—with Participants, colleagues, service providers, the Ministry of Advanced Education and Labour Market Development, employers and any other stakeholders ▪ Balance service provision firmly grounded in career counselling methodologies with business needs that necessitate achieving concrete outcome metrics ▪ Engage in career counselling practice that is informed by and aligned with Tii’s counselling framework while skillfully operating within program service delivery model (i.e. case management model) ▪ Facilitate and carry-out internal interventions utilizing a Participant-centred and learning outcomes focused approach ▪ Recognize the criticality of ethical decision making and Participant confidentiality in building trusting and respectful relationships, and in representing the purpose of career development practice ▪ Readily participate in and seek out supervision and performance review with program leadership
<i>Intake & Eligibility Assessment</i>	<ul style="list-style-type: none"> ▪ Provide an in depth overview of our Skills Connect Participant Services, highlighting the individualized and flexible nature of the program ▪ Ensure all Candidates feel well-informed about services and program benefits and that all Candidates’ eligibility is thoroughly assessed. ▪ Utilize communication methods that are cognizant of a Candidate’s presenting English language ability ▪ Refer non-eligible or non-appropriate Participants to appropriate community services ▪ Understand and describe the Canadian Language Benchmark assessment process to prepare Candidates whose first language is not English for this assessment process through Vancouver Community College ▪ Effectively assess Applicants’ Employment History, Pre-Arrival Education and Training and Overall Program Readiness through exploration of the Participant’s immigration and career story ensuring program requirements are met ▪ Formalize participation agreements and accept Participants into the program under Stream A or Stream B eligibility
<i>Individual Action Planning</i>	<ul style="list-style-type: none"> ▪ Create a working alliance with Participants by building rapport and jointly discussing the roles that Participant and Practitioner can play in the career development process ▪ Introduce the Personal Employment Planner as an organizational tool to support the case management process and empower Participants as they engage with the program services to update and modify their action plan, all the way through the program ▪ Establish and gain a greater understanding of short-term and long-term employment goals

	<p>of the Participant by assisting Participants to understand the link between the program activities and their learning and employment goals</p> <ul style="list-style-type: none"> ▪ Assess pre-arrival qualifications and experience and determine how those relate to the Participant's employment goals, and the current status of the Participant's foreign credential recognition in the Canadian work force ▪ Gain a greater understanding of the financial commitment a Participant can make toward his/her Skills Enhancement activities ▪ Assess employability by considering essential, technical, occupational and job search skills identifying barriers to employment ▪ Establish an overall plan of action for Skills Enhancement activities and provide appropriate community referrals for applicable supports and training (i.e. language training and development, academic training/certification, document translation, foreign credential recognition services, professional development, regulated profession requirements) ▪ Establish pre-employment learning activities and review and agree upon Work Orientation Activities that support Participants' learning and development ▪ Come to agreement on a comprehensive Individual Action Plan (IAP) and ensure all required database entry are completed within 30 days of program acceptance
<p><i>Monitoring Action Plan Progress</i></p>	<ul style="list-style-type: none"> ▪ Establish a schedule of regular coaching meetings to support engagement in the action plan process - taking into consideration the schedule and needs of the Participant ▪ Coaching meetings are established to finalize purchased service registrations, coordinate financial reimbursements, document progress and completion of services, and debrief learning activities. ▪ Coaching meetings will a time to reassess employment goals and services as new information is discovered and progress is made. ▪ As changes in Participants' employment status, Skills Enhancement or Work Orientation services occur, impacting their IAP, updated information will be entered into program databases ▪ Ensure Participants utilize and update the Personal Employment Planners as service and activities are completed or reassessed ▪ Coaching meetings will take place by, Email, Phone, and through online interaction. Utilize reflection responses to support Participants in fostering a link between the concrete knowledge, skills and attitudes developed in the program to achieving their employment goals ▪ Assist Participants to further develop their self-understanding, challenge limiting perceptions and manage emotions through effecting listening, questioning and probing ▪ Support Participants to address newly emerging needs or challenges as may present throughout their participation in the program ▪ Ensure that all interactions during your work with Participants are thoughtful and purposeful and incorporate a multicultural practice approach ▪ Provide information, resources, or tools that will maintain Participant motivation in activities and increase potential for success in the program ▪ Establishing internal bring forward and follow up reminder systems to ensure effective monitoring of key milestone activities and Participants within your caseload
<p><i>Learning & Coaching Modules: Workplace Orientation</i></p>	<ul style="list-style-type: none"> ▪ Facilitate pre-employment and job search learning activities with Participants as identified in the IAP according to the agreed upon topics, order, and timeline for completion – either utilizing the online e-Volve Skills Connect modules or paper-based tools. ▪ Ensure facilitation is individualized, personalized and connected to the learning goals of the Participant ▪ Assess if Participants are able to utilize the tools in the online environment and understand their purpose or if paper-based activities are better suited to the Participant and how those

<p><i>Services</i></p>	<p>activities will be facilitated</p> <ul style="list-style-type: none"> ▪ Maintain a dynamic learning space throughout online facilitation by using tools such as dash posts, individual messages, and sharing of resources and articles as needed ▪ Demonstrate effectiveness in transferring relationship building and counselling skills to various online communication mediums ▪ Ensure all online communication is clearly written, concise, intentional and maintains a professional yet friendly tone ▪ Facilitate communication with the technical support person for tech troubleshooting ▪ Ensure paper-based activities are effectively facilitated through Coaching meetings ▪ Assist Participants to identify the Mentoring or Job Shadowing program activities that will support them in reaching their employment goals ▪ Case conferencing with the Workplace Integration Specialist to assess Participants' readiness for engagement in mentoring and peer-to-peer group activities ▪ Monitoring progress and supporting Participants to reach employment goals
<p><i>Record Keeping & File Management</i></p>	<ul style="list-style-type: none"> ▪ All client interactions will be noted in the Tii client management database with date and purpose of the interaction ▪ Record regular notes related to the client's learning and career development process by summarizing agreed upon goals, strategies and outcomes ▪ Establish regular follow up timelines for all program participants and maintain regular contact to ensure success ▪ Client notes will be entered within 48 hours of meeting with a client. We will, at minimum, have monthly contact with clients. ▪ Ensure that all Ministry forms are accurately completed, signed and filed or forwarded as required ▪ Maintain stringent security and confidentiality practices both on site and off site related to client files and laptop security ▪ Store and archive client files in accordance with Tii's privacy guidelines ▪ Assist with the maintenance of current and up-to-date information on the Tii training information database in collaboration with other project staff
<p><i>Professional Development & Continuous Learning</i></p>	<ul style="list-style-type: none"> ▪ Continuously seek out, read and analyze the local labour market and business conditions to understand and communicate relevant information with employers and employees ▪ Demonstrate a reflective, learning engaged approach to your work ▪ Actively engage in career development, both independently and with your Manager via Tii's performance support framework. Through this process, if skills gaps or growth needs are identified, you will work with your Manager to develop targeted learning plans to address those gaps. You will also work with your Manager to discuss and develop learning plans for your own career development and growth. ▪ Enter into external professional development to address identified skills gaps and areas for growth; to develop new skill sets as part of your identified career development plans ▪ Remain current in career development theory, practice, tools and resources; seek opportunities to share knowledge with your colleagues ▪ Participate in and actively contribute to informal learning opportunities in the workplace including relevant and related literature reviews, participation and contribution to case conferencing meetings, service provider meetings and operational meetings
<p><i>Organizational Engagement</i></p>	<ul style="list-style-type: none"> ▪ Actively participate in events hosted at Training Innovations or community events in which Tii is a participant; promote Tii's services and expertise professionally and enthusiastically ▪ Seek out individuals within Tii for networking purposes and to gain a strong understanding of Tii's approach and range of services