



Job Title: Coordinator, Kiwassa Employment Services

Summary:

Kiwassa Neighbourhood House is a multi-service community agency operating in East Vancouver, with a mission to cultivate opportunities with people and partners to build a socially just, resilient, and connected community. We are seeking a Coordinator to oversee two employment programs and expand employment-related services at Kiwassa.

EmPOW3r is a new employment program, providing 8 weeks of group-based employment training and 4 weeks of hands-on work experience placement, for survivors of violence, abuse and/or trauma.

Kiwassa is also a Service Provider, in partnership with MOSAIC, delivering employment services at the Vancouver North East **WorkBC** Centre.

The ideal Coordinator is passionate about helping people discover their strengths, learn new skills, and build confidence to find and sustain employment success. You have demonstrated ability to provide client-centred services, meeting contractual targets, and exceeding program outcomes. The Coordinator will oversee the daily operations of the two employment programs and supervises and supports the program staff team of five.

QUALIFICATIONS

1. A current and satisfactory Vulnerable Sector Criminal Record Check is required.
2. Valid BC driver's license and access to a car is required.
3. A post-secondary certificate, degree or diploma in a field such as: career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management.
4. Demonstrated experience in achieving projected targets and outcomes for a performance-based employment services delivery; experience working within the WorkBC program framework preferred.
5. Experience supervising, training, evaluating, and recognizing staff and volunteers.
6. Working with individuals with complex barriers and a broad range of cultural backgrounds; directly experience providing employment counselling to individuals with multiple barriers (PPMB) and/or survivors of violence (SOVs) preferred.
7. Good working knowledge of existing programs and services, community resources, and local labour market conditions in area surrounding Kiwassa Neighbourhood House.
8. Experience building partnerships with community agencies, employers and other stakeholders.
9. Strong interpersonal, cross-cultural communication skills. Possessing patience, tact, flexibility and ability to build rapport with staff, volunteers, and clients.
10. Demonstrated teamwork, leadership, and supervisory skills with the ability to problem solve and find resolutions to issues/conflict.
11. Experience and/or interest in grant and proposal writing is an ideal asset.

Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours.

Some travel to community locations within the Metro Vancouver will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, or conferences may be required.

RESPONSIBILITIES

1. Oversees the day-to-day operations of Kiwassa's two employment programs: WorkBC and EMPOW3R. Develops, implements, and coordinates program activities, ensuring that program achieve contractual targets and outcomes.
2. Assists in resolving client complaint and managing aggressive client behaviors.
3. Responsible for human resources needs of the Kiwassa Employment Services, including interviewing, hiring, training, supervision, scheduling and evaluating staff.
4. Develops and administers programs' operating budgets; implement systems to track of expenditures, particularly direct financial benefits for clients; ensures that budget guidelines are followed and provide monthly performance update to the Director.
5. Ensures that accurate program records, statistics, health and safety, and reporting information, etc. are compiled and submitted in a timely manner.

COMPENSATION:

- This is a full-time, 35 hour per week opportunity that pays \$27-30/hour, plus a generous benefits and incentives package.
- We would be also open to proposals from candidates that are seeking part-time hours.

To be considered for this position, please email your resume and cover letter to careers@kiwassa.ca ATTN: Kiwassa Employment Services before 9 am on Monday September 23, 2019.

We thank all applicants for their interest. However, only short-listed applicants will be contacted.

Kiwassa grows a welcoming and inclusive community in the vibrant Hastings-Sunrise and Grandview-Woodland neighbourhoods of East Vancouver, located on the traditional, unceded and occupied territories of the Skwxwú7mesh (Squamish), Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəy̓əm (Musqueam) Nations.

www.kiwassa.ca



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