

Internal/External Job Posting

Coordinator of Employment Services – 35 hours per week regular full-time position. This is a hybrid position, including regular on-site work as well as some work from home options. This is a unionized position covered by a Collective Agreement with the BCGEU.

Kiwassa grows a welcoming and inclusive community in the vibrant Hastings-Sunrise and Grandview-Woodlands neighbourhoods of East Vancouver, located on the traditional, unceded and occupied territories of the Skwxwú7mesh (Squamish), Səlílwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkʷəy̍əm (Musqueam) Nations. A multi-service community agency working in East Vancouver, Kiwassa Neighbourhood House seeks an employment professional to coordinate Kiwassa's employment services.

As the Coordinator of Employment Services, you are 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 exceed program outcomes. Programs in this portfolio include **EMPOW3R** an 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 Northeast **WorkBC** Centre.

Key Responsibilities:

People Leadership and Supervision

- Provide leadership, planning and 1-1 support for a team of 5 employment focused roles
- Assists with recruitment needs and provides direct supervision for staff team
- Supports and encourages initiative, develops and trains staff in required skills
- Provides appropriate observation and review of employees, recognizes, and celebrates successes

Quality Programming

- 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
- Responsible for human resources needs of the Kiwassa Employment Services, including interviewing, hiring, training, supervision, scheduling and evaluating staff
- 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
- Ensures that accurate program records, statistics, health and safety, and reporting information, are compiled and submitted in a timely manner
- Builds positive relationships and sense of community with participants, the broader community, and Kiwassa programs, partners, staff and volunteers
- A current and satisfactory Vulnerable Sector Criminal Record Check

Administration

- Coordinate HR administration for 5 staff including hiring, onboarding, time sheets, cheque requisitions, performance evaluations etc.
- Coordinate 2 community engagement budgets, write associated funder reports.
- Write proposals and pursue funding opportunities to enhance employment programs.

Reporting Relationships:

This position reports to the Director, Settlement and Employment

The following positions report to the coordinator:

- Job Developer (VEEES program partner)
- Two (2) Workshop Skills Facilitator
- Case Manager / Employment Counsellor
- Trauma Counsellor (contractual)

Education and Experience:

- 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
- Demonstrated experience in achieving projected targets and outcomes for a performance-based employment services delivery; experience working within the WorkBC program framework preferred
- Experience supervising, training, evaluating, and recognizing staff and volunteers
- 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
- Good working knowledge of existing programs and services, community resources, and local labour market conditions in area surrounding Kiwassa Neighbourhood House
- Experience building partnerships with community agencies, employers, and other stakeholders
- Strong interpersonal, cross-cultural communication skills possessing patience, flexibility and ability to build rapport with staff, volunteers, and clients
- Demonstrated teamwork, leadership, and supervisory skills with the ability to problem solve and find resolutions to issues/conflict
- Experience working in community services, specifically with not for profits
- Supervisory experience is an asset
- Unwavering commitment to quality programs and data-driven program evaluation
- Demonstrated ability in grant writing, negotiating, and reviewing terms
- Demonstrated passion, compassion and commitment for the mission of Kiwassa

Remuneration:

The wage rate for this position is \$29-32/hour plus benefits. Interested applicants are requested to submit a resume to careers@kiwassa.ca on or before **March 15, 2023**, RE: Coordinator of Employment Services

We believe diversity drives collaboration, innovation, and better solutions. We celebrate cultural diversity and multiple approaches and points of view and are actively working to ensure our team reflects the communities we serve. We thank all applicants for their interest. However, only short-listed applicants will be contacted.