



EMPLOYMENT OPPORTUNITY

NIAGARA FOLK ARTS MULTICULTURAL CENTRE (NFAMC)

is holding a competition for the position of:

Employment & Life Skills Coach – Job Search Workshop Program
22.5 hours per week
\$27.06/hr

The NFAMC is searching for a passionate professional with experience providing front-line support to individuals in a social service sector. By joining our dynamic team, your work will be meaningful and will have an impact locally and beyond.

Reporting to the Employment Services Coordinator, this position works with clients to determine the strategies needed to reach short-term and long-term employment goals. This role ensures that all requests for service are met in a timely, client-first capacity within the context of the organizational policies and procedures, Core Values and Service Principles.

Position Summary

- Under the direction of the Employment Services Coordinator, the Employment & Life Skills Coach receives requests for service and/or information, in-person, by phone and by email regarding employment and training services.
- Listens attentively to service/information requests and determines the best course for the provision of individualized service and/or information.
- Verifies eligibility and determines suitability for service/programming; evaluates individual's needs and priorities; follows established case management procedures; maintains client confidentiality.
- Supports clients in a positive and informed manner, while providing sound guidance built on labour market realities and factual research/information.
- Conducts employment assessments and one-on-one sessions; creates and delivers group sessions to meet the needs of clients.
- Assists clients to establish a clearly defined and effective course of action and guides clients in the development of a career plan. Monitors, motivates and supports clients through to successful completion of the career plan.
- Provides internal and external referrals to other programs/services as appropriate.
- Quality assurance – prioritizes accuracy and thoroughness in the capturing, organizing, maintaining and reporting of all client data, forms, statistics and databases.
- Facilitates a variety of employment-related workshops, sessions and one-on-one sessions.
- Maintains case management tracking processes, creates employment case plans and accurate and detailed database entries.
- Manages caseload statistics and writes reports, to be reviewed by the supervisor.
- Participates in meetings, activities and professional development opportunities that promote understanding of newcomers and are relevant to career growth; this may include case conferences with others involved in supporting the client.
- Keeps apprised of new developments (local/regional) regarding labour market, community resources, training programs, updates to professional licensing procedures and more.
- Takes initiative to work with their team to identify and close service gaps.

Qualifications / Required Experience / Skills

- Post-secondary education completion, with a minimum of a two-year program, with a focus in Human Services is desired: Social/Community Service Worker, Career Development Practitioner, Community and Health Services Navigation, Social Justice and Equity, Psychology or Sociology. Additional training in Life Skills Coaching, Conflict Resolution, Suicide Intervention, Crisis Counselling, Non-Violent Crisis Intervention, Prevention and Management of Aggressive Behaviour and/or Mental Health First Aid is desirable.
- **Minimum of two years of experience** in a front-line, client-first, case managed role, one year of which, we would prefer experience with facilitating group sessions.
- Strong understanding of cultural responsiveness, AOP/anti-racist approach, empowerment-oriented practice, client-centred approach, trauma and violence-informed care.
- Experience in developing and maintaining community relationships and partnerships.
- Excellent written and verbal communication skills with the ability to participate and lead meetings and/or case conferences.
- Strong interpersonal, time management, problem-solving and motivational counselling skills.
- Ability to accurately collect, manage and report data on a regular basis.
- Team-player who is capable of working independently while applying a creative and forward thinking approach to their work.
- Must have demonstrable technical skills including use of on-line platforms for client appointments and group sessions (ie. Zoom, Google Meet), shared work spaces and applications found within Google Workspace and traditional MS Office programs.

NFAMC embraces diversity and is committed to creating an inclusive workplace and welcomes applications from all qualified persons. Our goal is to attract and engage highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences, perspectives and skill sets. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided at any point throughout the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation.

Deadline to apply is Wednesday March 16th, 2022 by 4:00 p.m. Apply **ONLY** by email to: Emily Kovacs, Executive Director, ekovacs@folk-arts.ca quoting Employment & Life Skills Coach position in the subject line of your email. Please detail in your cover letter and resume how your experience, education, professional development and career goals align with this position.

Interviews for selected candidates will take place during the week of March 21st, 2022 and will be conducted virtually. Position start date is April 1st, 2022.

We thank all applicants for their time and interest in our organization; however, only those selected for an interview will be notified. No phone, in-person or on-line inquiries please.

NFAMC remains committed to its employees and to providing a safe workplace. All candidates for employment are required to be fully vaccinated against COVID-19 and successful candidates must agree to obtain any additional vaccinations that may be required. Proof of such vaccination will be required. We will make accommodation for qualifying medical or religious exemptions.