



Position(s): Program Coordinator/Case Manager
Location: PICS Surrey Head Office
Hours: 35 hours per week
Program: Career Paths for Skilled Immigrants – Stream 1: Sales and Service

**** This program is subject to confirmation of government funding ****

Position:

The PICS Career Path for Skilled Immigrants program provides customized services that assist skilled immigrants (in sales and services) obtain employment in their specialized field. It provides skills and qualifications assessment, career planning, language skills upgrading, job search assistance, mentoring and practicum opportunities, and financial support for training and upgrading.

As part of the Career Path for Skilled Immigrants program, The Program Coordinator will provide leadership, coordination, and support to Case Managers. In addition, they will also be providing case management services. They will also work with skilled individuals to assist them in securing employment in their specialized field by developing respectful and collaborative relationships with clients; conducting skills and qualifications assessments; assisting clients identify issues that are preventing them from achieving their employment goals; and developing personalized plans that address the client's development and learning needs.

Duties:

- Oversee program team
- Build and maintain stakeholder relations
- Coordinate program marketing and liaise with the Ministry
- Oversee and manage budgetary requirements
- Meet reporting requirements and submit reports to the Ministry
- Conduct formal needs assessments through a structured interview process to jointly identify and prioritize issues that are keeping the client from achieving employment. Make referrals to specialized assessment providers as required
- Develop, review and update action plans according to client needs and program requirements
- Identify job coaching/mentoring needs and coordinate with mentor services as required
- Monitor client progress by reviewing activities and results on an agreed upon schedule
- Support clients in the development of effective resumes, networking, accessing the hidden job market and other job search activities

- Prepare client progress notes, action plans and follow-up reports in accordance with Ministry requirements

Knowledge and Experience

- Completed Bachelor's degree (or higher) in social science or related discipline supplemented by 5 years of experience in the social services industry in a related occupation; OR equivalent combination of education and experience
- Recent experience (3 to 5 years) in leading and managing a multicultural/disciplinary team of employees
- Knowledge of local labour market issues and provincial employment services/resources
- Knowledge of career counselling approaches, educational methodologies, employment placement strategies, and case management techniques
- Financial management experience with government funded employment programs (experience with annual budgets \$300,000+)

Skills and Abilities

- Minimum intermediate proficiency in relevant computer applications such as MS Office
- Accurate data entry skills
- Ability to network and build relationships with various stakeholders (experience in public relations, communications or marketing is an asset)
- Ability to focus and concentrate on achieving consistent results
- Strong interpersonal skills and capability of working with specialized populations.
- Excellent time management and organizational skills
- Demonstrated sound work ethics with an emphasis on confidentiality and honesty.
- Possesses cultural awareness and sensitivity
- Effective English verbal and written communication skills; fluency in French, Hindi, Punjabi, Urdu, Tagalog, Mandarin, or Arabic is an asset

Other Requirements

- Possesses Certified Career Practitioner Certification
- Clean drivers abstract and a reliable vehicle insured for business use with \$2 million liability
- Clean criminal record (vulnerable sector)

(How to Apply: Please submit cover letter and resume, stating salary expectations, to PICS HR Department at career@pics.bc.ca. Please use "Program Coordinator" as the email subject.

(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)