



**Position(s):**            **Employer Relations Specialist (Employment Counsellor)**  
**Location:**            PICS Surrey Head Office  
**Hours:**                35 hours per week  
**Program:**             **Career Paths for Skilled Immigrants**

The Career Path for Skilled Immigrants program provides customized services that assist skilled immigrants (in sales and service) 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 Paths for Skilled Immigrants program, the Employer Relations Specialist works with a diverse range of skilled individuals to assist them in securing employment in their specialized field.

The Employer Relations Specialist for this program will also be required to participate in marketing, outreach and promotional activities for the program.

**Duties:**

- initiates and maintains relationships with organizations (work experience), partners, and colleges;
- organizes job fairs;
- works closely with other program staff members;
- collaborates with case manager to ensure client goals are in line with the action plan;
- identifies job coaching/mentoring needs and coordinates with mentor services as required;
- monitors client progress by reviewing activities and results on an agreed upon schedule;
- conducts one-on-one employment counseling to enhance self-sufficiency and labour market attachment;
- supports clients in the development of effective resumes, networking, accessing the hidden job market and other job search activities;
- facilitates career exploration and pre-employment workshops as required;
- prepares client progress notes, action plans and follow-up reports in accordance with ministry requirements;
- participates in marketing, outreach and promotional activities for the program; and
- performs other program-related duties as assigned from time to time;

## **Knowledge and Experience**

- completed degree or diploma in Social Services or related discipline supplemented by two years of job development, career coaching, or placement experience in related setting; OR equivalent combination of education and experience;
- demonstrated experience motivating, coaching and mentoring clients with complex barriers and a broad range of cultural backgrounds;
- demonstrated experience building partnerships with employers, community agencies and other stakeholders;
- demonstrated knowledge of local labour market issues, especially those related to immigrant and refugee clients; and
- experience and technical ability to provide virtual services.

## **Skills and Abilities**

- minimum intermediate proficiency in relevant computer applications such as MS Office;
- ability to focus and concentrate on achieving consistent results;
- demonstrates initiative in meeting goals and targets;
- demonstrated ability in providing exceptional customer service and resolving issues both in person and in a virtual service delivery environment;
- ability to manage a large caseload while balancing between client services and outcome targets;
- strong interpersonal skills and capability of working with specialized populations;
- ability to facilitate employment workshops is an asset;
- excellent time management and organizational skills; and
- effective English verbal and written communication skills; fluency in French, Hindi, Punjabi, Urdu, Tagalog, Mandarin, or Arabic is an asset.

## **Other Requirements**

- ability to travel within Metro Vancouver for outreach;
- possesses Certified Career Practitioner Certification or currently working toward the designation;
- clean drivers abstract and a reliable vehicle insured for business use with \$2 million liability; and
- clean criminal record (vulnerable sector).

**(How to Apply:** Please submit cover letter and resume, stating salary expectations. Please use job title as the email subject.

*Successful applicants are required to be fully vaccinated against COVID-19, exemption requests must be supported by valid, legal documents.*

*(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.)*