



PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)

Job Title:	Employment/Loan Collection Officer
Project:	Foreign Credential Recognition (FCR) Loans Program for Skilled Newcomers
Term:	Full time
Hours of Work:	35 hours per week
Reports to:	Manager
Wage:	\$26 - \$29

Job Summary: The Progressive Intercultural Community Services Society (PICS)'s Foreign Credential Recognition Loans Project (FCR) has been specifically designed to address particular barriers to employment faced by skilled newcomer professionals, by offering career and financial counseling and support services to achieve the following objectives:

- Contribute to developing fair, transparent, consistent, and timely foreign credential assessment and recognition capacity.
- Develop and strengthen Canada's foreign credential assessment and recognition capacity.
- Contribute to improving Labour market integration outcomes of internationally trained individuals in targeted occupations and sectors.

The Career and Financial Counselor is responsible for both assisting the clients with the career planning and credentialing process and working closely with clients to determine eligibility and need for financial assistance, process loan applications, and monitor and follow up with clients.

The Career and Financial Counselor is also responsible for conducting individual career counseling services to ensure client employment readiness and providing job development services to ensure client work placements. The Career and Financial Counselor ensures FCR clients become more independent through achieving and maintaining work in the designated professional sectors.

Key Duties and Responsibilities:

- communicates with the Program Coordinator to update on project progress and evaluates results, records activities, and submits reports to the Program Coordinator/Manager;
- contacts and communicates effectively with delinquent clients by phone/email to implement debt recovery plans;
- maintains electronic records and hard copies of all payment plans, amounts paid, and communications.
- delivers statement of delinquencies and satisfied debts to Vancity and closes the files on recovery of debt;
- Organizes & keeps track of client's outstanding debt accounts, contacting them to learn more about their loan payment status and payment plans;
- enters data and maintains records;
- works in accordance with key performance metrics;
- provides ongoing support for current and prospective clients;
- meets with clients to obtain information and identify their financial goals in applying for FCR loans;
- part of the overall PICS WorkBC team and will provide support and services to all WorkBC Centres throughout Metro Vancouver;

- conducts financial needs assessments with clients and other assessments as required;
- analyzes client's financial status, character, credit, qualifications, and labour market trends to determine eligibility and feasibility of granting loans;
- processes loan applications and makes a recommendation to Vancity Credit Union;
- develops, reviews, revises, and updates action plan according to client needs;
- monitors client payments and performs regular follow-ups with clients to monitor their progress and provide further assistance as required;
- prepares reports and data collection;
- identifies and builds connections with employers and immigrant service providers to introduce FCR Loan Project;
- liaising with our partners in this project;
- initiates and maintains ongoing contacts with businesses, industry representatives and immigrant service organizations;
- collects labour market information for clients regarding job openings, entry and skills requirements, and other occupational information;
- develops job leads and markets clients to potential employers;
- creates connections and networking opportunities; locates work placement openings for clients based on their skills and abilities; and
- works with clients to improve job performance and gain necessary job skills.

Job Skills and Abilities:

- strong knowledge of local labour market information and methods to maintain a current understanding of local influences and regional trends;
- strong analytical skills coupled with a high degree of accuracy;
- possesses established connections within the community and with employers;
- excellent verbal and written communication skills;
- strong ability to work with minimal supervision;
- excellent interpersonal skills and the ability to communicate effectively with clients and the public including potential employers and other service providers;
- competent to accomplish tasks with deadlines & handle stress and pressure;
- willing to take initiative, action & results-oriented, flexible and dedicated to quality work; and
- proficient in the use of the Microsoft Office Suite and Social Media - Twitter, Facebook, LinkedIn, WhatsApp, website, etc.

Qualifications/Experience Requirement:

- bachelor's degree in a related discipline and/or an equivalent combination of experience and education may be considered;
- minimum 1 year of experience in case management or equivalent;
- minimum 1 year of experience in employment services;
- minimum 1 year of experience in conducting a financial needs assessment;
- experience working with skilled newcomer professionals is an asset; and
- certified Career Development Practitioner (CCDP) designation is a definite asset

Additional Information:

- valid driver's license and access to a suitable vehicle is an asset; and
- clean Criminal Record Check (Vulnerable Sector) is required.

How to Apply: Please submit a resume and cover letter stating salary expectation to career@pics.bc.ca. Please use the job title 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.)

