

## Job posting, External

**Job title:** Program Worker, Labour Market Assistance Program  
**Classification:** A  
**Compensation:** \$28.66 - \$30.41 per hour  
**Hours:** 35 hours/week  
**Start / End Date:** ASAP to 31<sup>st</sup> March 2025  
**Reports to:** Manager, Employment Services  
**Posting Date:** May 9, 2024  
**Reference Number:** CLU-2024-14  
**Deadline to apply:** Until filled

To apply, submit your cover letter and resume by email to the Executive Assistant at [jobs@culturelink.ca](mailto:jobs@culturelink.ca), quoting the reference number.

CultureLink is a settlement and community organization with 35 years' experience in developing and delivering services to meet the needs of diverse communities. **CultureLink works within an anti-oppression framework and is committed to equity. This is a bargaining unit position.**

### Job Summary:

CultureLink's Labour Market Assistance Program assists newcomers to Canada to secure employment through a range of services in overcoming various employment barriers that prevent them from entering the Canadian workplace. Group workshops one-on-one employment counselling and connecting job seekers with employers are some of the key expectations. The Program worker will organize, promote, carry out and document program activities in coordination with other internal team members. Seeking out new and strengthening existing employer and other external stakeholder relationships along with building and maintaining positive relationships with CultureLink colleagues to provide labour market assistance support to CultureLink clients is essential to program success.

In-person work at one or more sites will be required. The ideal candidate must also be proficient with technology and online tools (for example Zoom, Teams), and able to support co-workers and clients.

Maintaining positive relationships with partners and CultureLink colleagues is essential to program success. All agency staff are also expected to support each other and to collaborate on agency-wide initiatives.

## Duties

- Interview clients to obtain employment history, educational background, career goals/employment needs to develop an employment action plan/job search strategy
- Identify barriers to employment and assist clients with workshops on topics such as job readiness skills, job search strategies, writing résumés and preparing for job interviews and Canadian work place culture.
- Provide soft skills workshops to familiarize newcomers with interpersonal skills expected in the Canadian work place
- Invite guest speakers, employers and host industry focused networking sessions, job fairs and other employment focused events
- Provide one on one coaching and employee counselling support
- Prepare, promote and publicize program events to recruit participants
- Ongoing data capture reporting, maintenance of program statistics; and submission of monthly summaries/reports
- Ongoing follow up with clients and assess their progress, and provide appropriate support in securing and sustaining meaningful employment
- Setting up collaborative partnerships with key stakeholders and community partners
- Other duties as assigned

## Required Work Capacities

- Physical demands: sitting at a desk for computer work (at least 50% of the workday) and meetings; lifting files and supplies (up to 10 kg); working in an open office
- Non-physical demands: travel for off-site meetings and presentations; regular evening work with advance notice; occasional deadlines; variety of tasks
- Social/emotional demands: teamwork; relationship/network-building; exposure to emotional/confrontational situations; working closely with the public, with clients and with colleagues
- Cognitive/mental demands: attention to detail; self-supervision/autonomy; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication

## Qualifications

- Post-secondary diploma or degree in a relevant field,
- Minimum three years of community work experience, preferably in the employment sector
- Sensitivity and understanding of newcomer issues, specifically barriers to employment
- Vulnerable Sector Screening within the past six months
- Experience in group facilitation, coaching and presentation skills

- Proven experience using MS Office, social media platforms such as LinkedIn, online job search tools
- Fluency in languages other than English is an asset
- Must be authorized to work in Canada