
World Skills Employment Centre Internal/External Job Posting

Position:	<u>Outreach and Client Support – FCRP</u>
Term:	Full Time – 35 hours/week contract to March 31, 2022 with possibility of extension
Reports to:	FCRP Coordinator
Application process:	Please send your resume and cover letter as one file with Your Name_Outreach and Client Support as the subject heading to: HR@ottawa-worldskills.org
Deadline:	Sunday, May 9, 2021
Salary and Benefits:	Commensurate salary plus a comprehensive benefits plan including health, dental, RRSP and a generous vacation leave

Position Summary:

As part of World Skills, a not-for-profit employment service for new Canadians, within the Foreign Credential Referral (FCRP) Program, the Outreach and Client Support encompasses the **outreach function** (through collaboration with staff, networking with community partners, and other stakeholders) as well as the **client support function** based on active follow up of the existing FCRP clients. This position will also require capturing and analyzing the information from the clients while drawing recommendations and suggestions of best practices based on the evidence.

Major Responsibilities:

- Seek opportunities to liaise with immigrant newcomers to familiarize them with FCRP services and programs
- Promote the FCRP through social media, events, and collaboration opportunities with other stakeholders and participate in outreach activities
- Maintain an outreach database for the purpose of detailed activity/outcome tracking
- Follow up on client's progress through consistent and regular communication, update existing client files and identify additional supports needed
- Operate database management systems to analyze FCRP data and determine other strategies that optimize FCRP data efficiency and quality
- Interpret data, analyze results, apply statistical techniques when needed, and provide ongoing reports required by FCRP funders, identify best practices and make suggestions for program improvement based on the evidence
- Contribute to reports and other publication requiring data and testimonials
- Work with staff and programs of the partnering organizations to share information relevant to helping clients be job ready and make an easy transition to employment

- Actively contribute to the overall functionality and integration of World Skills programs, including taking part in staff meetings and supporting the work of colleagues where appropriate

QUALIFICATIONS AND COMPETENCIES

- Post-secondary education and experience in a related field
- English essential; French and other languages would be an asset
- Strong communication skills (verbal and written)
- Excellent interpersonal skills and cross-cultural competency
- Ability to adapt to a variety of client needs with diplomacy and tact
- Experience with MS Office software and database applications
- Knowledge of immigration, labour market trends and systemic barriers to employment for new Canadians
- Have a good understanding of adult learning principles
- Ability to work effectively as a team member and collaboratively with community partners and stakeholders
- Effective time management and ability to prioritize and meet deadlines

World Skills Employment Centre is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including in the recruitment process upon request. If you are selected for an interview and you require accommodation due to a disability during the recruitment process, please notify the HR Manager upon scheduling your interview. We encourage applications from qualified people of all backgrounds, including women, member of visible minorities, Aboriginal peoples, and persons with disabilities.

Thank you for your interest in this position; only candidates selected for an interview will be contacted