Immigrant and Refugee
Community Organization of Manitoba

IRCOM House Ellen
95 Ellen Street
Winnipeg, MB R3A 1S8

IRCOM House Isabel
215 Isabel Street
Winnipeg, MB R3A 1R5

P: 204.943.8765
F: 204.943.4810

www.ircom.ca
info@ircom.ca

Employment Counsellor

Full-Time Permanent Position (37.5 hours/week)

About IRCOM

IRCOM supports newcomer families as they build their lives in Canada through programs and services focused on housing, settlement, education, employment, and community engagement. We are committed to creating an inclusive, welcoming workplace where staff are supported to grow professionally while making a meaningful difference in the lives of newcomers.

What IRCOM Offers

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team that is passionate, committed and unified in supporting successful integration of newcomer refugee families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

Candidate Profile

The successful candidate is an experienced employment services professional who is passionate about helping newcomer refugees achieve meaningful, long-term employment outcomes. They are a strong communicator, skilled problem solver, and relationship-builder with the ability to support individuals from diverse backgrounds.

This role is ideal for someone who enjoys working directly with participants while contributing to a new and evolving program. They are caring, organized, and adaptable, with sound judgment and a trauma-informed, strengths-based approach to helping participants overcome barriers and achieve greater economic stability.

Position Summary

Reporting to the Employer Relations Manager, the Employment Counsellor provides direct employment services to refugee newcomers participating in IRCOM's employment program.

This is a highly participant-focused role that combines employment counselling, case management, outreach, and employment retention support. The successful candidate will carry the primary program caseload and play a key role in participant recruitment, service delivery, documentation, and continuous program improvement.

What You Will Do

Employment Services and Case Management

- Serve as the primary case manager for program participants, conducting assessments, determining eligibility, and developing individualized employment plans.
- Provide employment counselling, coaching, workplace readiness, and job search support tailored to participant goals and needs.
- Connect participants with employment opportunities, training, community resources, and other supports that address barriers and promote long-term employment success.
- Maintain ongoing follow-up, service coordination, and referrals to support employment retention, career progression, and participant well-being, including for individuals with complex needs or barriers.
- Support participant eligibility screening and referral processes, ensuring individuals who are not eligible for the program are connected to appropriate services and resources.
- If required, facilitate employment-related mini-workshops, information sessions, and group activities that support participant employment readiness and job search success.
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Participant Outreach and Engagement

- Work closely with IRCOM programs to identify, engage, and screen eligible participants while maintaining program eligibility criteria and objectives.
- Build trusting relationships and ensure individuals who are not eligible are connected to appropriate services and supports.

Collaboration and Teamwork

- Work closely with the Employer Relations Manager, IRCOM programs, and community partners to coordinate services, support participant success, and achieve program outcomes.
- Build and maintain collaborative relationships with community organizations, training providers, and other service partners to support participant success
- Contribute to team planning, problem-solving, and continuous improvement initiatives.

Program Administration

- Maintain participant records, track outcomes, and support program reporting, evaluation, and performance measurement.

- Contribute to the development and improvement of program tools, processes, and service delivery practices.
- Stay informed of emerging labour market and refugee migration trends and best practices that strengthen participant outcomes and program effectiveness.

What We Are Looking For

Required Qualifications

- Post-secondary education in a human services, adult education, community development, or related field; or an equivalent combination of education and experience.
- Experience delivering employment services, career counselling, case management, or related supports.
- Experience supporting individuals facing employment barriers.
- Demonstrated experience working in an highly diverse cross-cultural context
- Able to communicate effectively with English learners at CLB4+ level of fluency
- Knowledge of Manitoba labour market trends, workforce development, and employment service best practices.
- Excellent communication, coaching, and relationship-building skills.
- Excellent organizational skills and attention to detail.
- Experience maintaining accurate records, case notes, and participant documentation.
- Demonstrated ability to build inclusion of equity-seeking groups such as refugees, Indigenous peoples, 2SLGBTQIA+ people, people with disabilities, as examples.
- Experience with data collection, outcome tracking, and reporting.
- Proficiency with Microsoft Office and database systems.
- Satisfactory Criminal Record Check and clear Child Abuse Registry Check.

Preferred Qualifications

- Lived experience as a newcomer to Canada.
- Fluency in a language commonly spoken by IRCOM participants.
- Experience working with immigrants, refugees, or other diverse communities.
- Experience supporting participants facing multiple barriers to employment.
- Experience developing resources, forms, tools, or service delivery processes.
- Experience facilitating workshops, presentations, or group-based learning activities.

Additional Information

Work location: This role will work out of all IRCOM sites. This is a Full-Time, 37.5 Permanent position. Office Hours are generally 9 AM- 5 PM, Monday-Friday. Most work is in-person. Evening and weekend hours will be regularly required.

Wage: $ 25.37

Benefits: Comprehensive benefits package with extended health benefits, dental, vision, LTD, Life and AD&D insurance
Professional development opportunities
Paid sick days, discretionary days, 3 flexible statutory holidays per year, RRSPs
Collaborative, family-friendly and supportive working environment

IRCOM's Commitment to Equity

IRCOM seeks to reflect the community we serve. We are committed to providing an inclusive, accessible, respectful workplace. Interested applicants can identify themselves as belonging to any equity-seeking group including refugees, women, Indigenous peoples, racialized peoples, as members of the 2SLGBTQIA+ community, and /or as a person with a disability.

To Apply- All applicants must be legally entitled to work in Canada

Please submit a cover letter and resume to hr@ircom.ca clearly indicating how you meet the qualifications. Review of applications will begin November 17, 2026 and continue until the position is filled.

We thank all applicants for their interest; however, only those selected for an interview will be contacted. If you require accommodation at any stage in the process, please let us know and we will work with you to meet your needs.