



Immigrant and Refugee  
Community Organization of Manitoba

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## **FIRST JOBS - PROGRAM SUPPORT WORKER After School Program (ASP) - Full Time, Term Position**

### **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 settlement of newcomer 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 Program Support Worker is an individual who integrates and balances:

- knowledge of newcomer youth potential and challenges,
- ability to communicate with diverse youth and their families,
- initiative and good teamwork skills,
- ability to creatively problem solve,
- strong teaching and networking skills and experience,
- great organizational and record keeping skills, and
- passion to prepare newcomer youth for their first work experiences

### **POSITION PURPOSE AND SUMMARY**

Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the After School Program (ASP) Support Worker helps newcomer children and youth to integrate into Canadian society by:

- assisting with program delivery,
- providing individualized support,
- managing records, and
- supporting the IRCOM team and partners

This role works together with the ASP team to prepare newcomer youth for their first job by providing special training, ongoing support, and suitable work experience opportunities. It is essential that this individual be aware of the multiple barriers to employment faced by newcomer youth, that they develop relationships of trust, good communication and support with newcomer youth and their families, and that they be a role models in speech, action and interpersonal relationships. The Program Support Worker (PSW) will demonstrate and uphold IRCOM's core values of integration, diversity, advocacy and empowerment, and they will work in a way that is people-centered, holistic and partnership based.

With the supervision and support of the ASP Manager and Assistant Manager, the Program Support Worker is responsible for the following:

### **DUTIES AND RESPONSIBILITIES**

#### **Program Delivery (70%)**

- Plan, design & implement a First Jobs employment program for forty newcomer youth, aged 16 to 21
- Plan, design and implement employability skills workshop and pre-employment training
- Coordinate 150 hours of work placements based on participant strengths, skills and interests
- Assist participants in accessing community resources
- Create and deliver job search assistance workshops on networking, cold calling and accessing hidden job market
- Develop strong relationships with participants and work placement staff
- Provide mentorship and follow up with program participants
- Foster and model respect and mutual understanding among program participants
- Develop and implement strategies to engage community organizations, businesses and agencies to participate and provide employment opportunities and resource assistance

#### **Reporting and Records Management (20%)**

- Collect and evaluate First Jobs grant data and indicators of success
- Track daily attendance hours of program participants
- Maintain written and electronic records of contacts and activities with newcomer youth
- Compile and submit monthly reports of program activities

#### **Team and Inter-departmental Support (10%)**

- Collaborate effectively with other IRCOM programs, ASP volunteers, and placement staff involved with families to provide and advocate for coordinated services
- Participate in team and IRCOM staff meetings and events as directed

- Follow IRCOM policies, guidelines and procedures
- Participate in ongoing professional development
- Perform other duties as assigned by Manager or designate

**REQUIRED QUALIFICATIONS:**

- Grade 12 Diploma
- Strong understanding of the immigration and settlement processes
- Working knowledge of challenges newcomer children and youth face with employment
- Current satisfactory Criminal Record Check (including Vulnerable Sector search) and a clear Child Abuse Registry Check upon hire
- Proof of full COVID-19 immunization upon hire
- Demonstrated ability to implement effective training programs and behavioral strategies for individuals with diverse learning styles and needs
- Strong organizational skills and the ability to prioritize work
- Demonstrated ability to work in a team and network collaboratively with outside agencies
- Strong written and oral English communication skills
- Excellent cross-cultural and team work skills
- Proficiency with Microsoft Office Suite, virtual conferencing and data base management
- Open-minded, resourceful, highly motivated, and able to learn and receive feedback
- Creative problem-solving skills and ability to teach/mentor using an integrative approach
- Demonstrated strong commitment to supporting and empowering the newcomer community through previous volunteering / community involvement
- Experience with student goal setting and career planning
- Experience working effectively in a fast paced, multi-tasking environment
- Experiences that demonstrate the qualities and values IRCOM seeks for all our staff (<https://www.ircom.ca/about-us/work-here/>)

**DESIRED QUALIFICATIONS:**

- Post-secondary education
- Experience or training in employability and/or counseling
- Fluency in additional languages
- Valid Manitoba Driver's License with clean Driver's Abstract
- CPR/First Aid, Food Safety and NVC training certificates

**Work Location and Schedule:** The Program Support Worker will work out of multiple locations including all IRCOM programming sites. This is a full-time, 37.5 hours per week term position to March 31, 2024 with possibility of extension. The primary schedule will be afternoons and evenings, 1 to 9 pm Monday to Friday with occasional 9 am to 5 pm weekday shifts and programs on weekends.

**Wage:** \$18.48/hour - This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

**Benefits:**

- Professional development opportunities
- Paid sick days
- Collaborative, family-friendly and supportive working environment

**APPLICATION PROCESS:** All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. We are committed to providing an inclusive, accessible environment, where all employees, volunteers, tenants and program participants feel valued, respected, safe and supported. IRCOM strives for employment equity. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, visible minorities, and/or persons with a disability. We are dedicated to building a workforce that reflects the diversity of the communities we serve, and to creating an environment where every employee has the opportunity to reach their potential.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

**Review of applications will begin on Wednesday, September 20, 2023 and continue until the position has been filled.**

HR - Selection Committee  
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We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.