Alexandra Neighbourhood House

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<th>Job Title</th>
<th>Employment Project Manager</th>
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<td>Salary Band</td>
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<td>Reports To</td>
<td>Director, Client Services &amp; Director, Youth and Family Programs</td>
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**Job Purpose**

The Employment Project Manager (EPM) will be responsible for the oversight of the Youth Knowledge, Resource and Understanding (KRU) employment program which will include facilitating employment workshops, client support and case management, program planning, preparation of funder reports in line with contract guidelines and targets, monitoring program expenses, and day to day administrative functions. The role will work collaboratively with the Employment Project Facilitator – Program Support (FPS) and Employment Project Job Developer (JD). The role will work collaboratively with team around curriculum development, and implementing youth employment plans.

**Duties and Responsibilities**

- Oversee the development of client support services, curriculum, and case planning, in collaboration with the team.
- In collaboration plan, coordinate, and facilitate program sessions, including establishing types of workshops and training opportunities based on participant/cohort needs.
- Oversee recruitment of clients and intake process, in collaboration with the team.
- Support FPS with marketing for recruitment incl. referral sources.
- Establish individual employment plans that identify barriers to employment and include strategies that will support clients in developing job readiness skills and job search strategies, while building their capacity to secure long term, meaningful employment.
- Carry a case load of clients for each cohort. Assign caseloads in consultation with team, support team with ongoing client needs.
- Provide brief counseling as required to support clients in achieving their goals.
- Provide 1-1 and/or group coaching/support for clients as they progress through their employment plans.
- Provide recommendations to Job Developer (JD) re: potential work experience placements.
- Monitor client progress through program, including in their placements, providing clients with regular feedback, while engaging with them around problem solving strategies.
- Providing employment counseling in the areas of: Career Decision Making, Job Search, Job Placement, Job Maintenance or other identified employment needs.
- Assist clients with resume and cover letter writing, interview preparation, etc.
- Establish positive rapport and working relationship with clients and team members, while modeling positive, appropriate behavior in order to maintain a healthy workplace.
- Assist clients in designing self-marketing tools including resumes, and developing interviewing skills.
- Support group development, including crisis management and conflict resolution.
• Support FPS with data management, tracking and reporting related to the project, including budget decisions, payroll etc.
• Oversee monthly reporting.
• Work with team to ensure the project complies with funders’ contracts, guidelines and targets. (e.g. assessment, curriculum development, course delivery, etc.)
• Support FPS with developing required resources that will enhance project, including in kind contributions.
• Work as a team to maintain relationships and communications with referral agencies and other community organizations and individuals we work with. This may include initiating and supporting collaborations with community groups to increase the awareness and effectiveness of our programs and services.
• Adhere to Alex NH program policies and procedures. Ensure youth participants are oriented on expectations.
• Provide first aid attention when circumstances require such attention and only when his/her first aid certification is current.
• Other related duties as required

Qualifications

• University degree and a minimum of two years relevant experience in program management and career coaching/counselling, preferably with marginalized youth
• Proven skills in planning and implementing programs, specifically experience and skills in career program development
• Current Worksafe Level 1 first aid (or equivalent)
• Valid Class 5 driver’s license and access to a reliable vehicle
• A Criminal Records Check Is Mandatory
• Thorough knowledge of theoretical counselling and career development methodologies, be familiar with the Canadian Standards and Guidelines for Career Practitioners, and have in depth knowledge of employment initiatives. Knowledge and experience in the following topics: Youth empowerment, youth training programs and human resources. Understanding of issues related to risk for youth, e.g. mental health, substance abuse, etc.

Skills/Qualities:

• Strong interpersonal skills including counselling skills and the ability to exercise tact, discretion and judgment at all times
• Excellent problem solving skills, creativity and proven ability to both lead teams and work as part of a team
• Excellent communication skills, both verbal and written
• Experience with developing and maintaining productive working relationships with clients, co-workers, community organizations, donors and other stakeholders
• Flexibility to respond to time sensitive issues and frequently changing priorities while meeting competing deadlines
• Knowledge of financial management (budgets, program expenditures tec.)
• Self-starter, enthusiastic, flexible and adaptable
• Ability to prioritize, navigate and manage change
• Results orientated; demonstrated accuracy and attention to details
• Ability to act as a positive role model and develop positive relationships with at-risk youth
• Recognize appropriate personal and professional boundaries
• Ability to work with people of all ages and abilities and diverse backgrounds
• Second language is an asset

Working Conditions

• Monday to Friday hours may vary
• Evening/weekends as per program requirements
• Inside/outside work
• Work with clients who may have behavioural challenges

Physical Requirements

• May be required to lift heavy objects

Direct Reports

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