



INTERNATIONAL WOMEN OF SASKATOON (IWS)

POSITION DESCRIPTION
JOB TITLE
Program Worker
BAND CLASSIFICATION
Program Worker: Step 1
TITLE OF IMMEDIATE SUPERVISOR
Assistant Manager, Skills Development & Community Connections (SDCC) Programs
LOCATION
Saskatoon
JOB CLASSIFICATION AND STATUS
Term Contract & In Scope
ORGANIZATIONAL PROFILE
The International Women of Saskatoon (IWS) is a grassroots women's organization and a registered charity established in 1985 with a main office in Saskatoon and a satellite office in Regina. The mandate of the organization is to help improve the status of newcomer/ immigrant/ refugee women and their families by assisting them, using innovative programs and delivery strategies, to become full participating members of Canadian society.
SCOPE OF THE WORK:
Reporting to the SDCC Assistant Manager, the Program Worker is responsible for program promotion, client recruitment and screening for enrolment, student registration for vocational skills trainings, liaisons with PTA Office, facilitating work and life skills workshops, maintaining records, evaluating, compiling and developing narrative and statistical reports using the approved templates as it pertains to the ETP program.
TASK DESCRIPTION
Client Recruitment & Content Planning <ul style="list-style-type: none">• Use multiple outreach strategies for program promotion and participants' recruitment• Facilitate the planning and hosting of information sessions per intake period to ensure clients' access to timely and accurate information pertaining to the program• Facilitate the screening via personalized interviews and selection process of program participants in strict compliance with the enrolment conditions and in consultation with Management• Be responsible for communicating to all interested participants enrolment decisions including maintaining adequate liaisons with relevant stakeholders• In consultation with management, prepare teaching materials, class schedules and other program resources required to achieve clients' learning goals and target outcomes• Facilitate the supports of external presenters/supporters (paid or volunteer capacity) prior to the start of each intake period with the aim of fostering linkages with local labour market resources• Act as the Liaison for all communications and meditative supports as they pertain to clients' application and access to Provincial Training Allowance (PTA)• Facilitate client registration for various certificate trainings within the framework of ETP (i.e. First Aid & CPR, Food Safe (Level 1), WHIMIS, PCW, etc.)• Conduct and maintain records of prior knowledge and skills assessments for each client

Saskatoon Main Office:

301-336 5th Avenue North, S7K2P4
Telephone: (306) 978-6611 (306) 651-5272
Email: info@iwssaskatoon.org

Regina Satellite Office:

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- Ensure that all necessary training materials are updated, printed and provided to the clients in a timely manner
- Ensure that all the necessary equipment are available prior to the start of each intake period

Workshop Facilitation/Classroom Supports

- Facilitate on site class instructions for 45-54 clients (15-18 per intake period of 15 weeks)
- Be responsible for providing classroom instructions on Life/Job readiness workshops using approved curricula and instructional methods that consider clients' linguistic needs, labour market dynamics and resources
- Facilitate theme-based workplace literacy workshops that support the work-readiness needs of the clients
- Facilitate the use of expert content presenters, where appropriate/needed
- Using approved templates and data management systems that track clients' personal identification records, attendance and progress/performance outcomes
- Liaise with other team members to determine the resources required to effectively deliver the key deliverables including maintaining a safe-keeping of all relevant materials

Ongoing Program Support

- Ensure exceptional client services, including complying with operational standards, responding to inquiries, proactively mitigating and resolving challenges in the best interest of the clients
- Collaborate with project team members to facilitate clients' access to positive mentorships and referrals to additional community resources
- Using approved case management strategies, provide early intervention supports to clients, maintaining paper and electronic based records of such interventions
- Be responsible for liaising with the Manager to facilitate the sharing of timely and relevant information to support Career Action Planning and job development.
- In consultation with the Manager, determine and take action as needed to ensure a continuous high level of satisfaction with the program amongst the clients, past participants and employers

Evaluation and Reporting

- Maintain accurate and timely qualitative and statistical records on each client using approved paper records and client data management systems
- Using approved evaluation methods and tools, facilitate client feedback sessions in order to collect data/impact stories and measure program activities and determine performance outcomes
- Prepare and provide to Management in a timely manner, written interim and final status report on each participants including OBCM Reports on funder's approved template

Other Tasks

- Identify and bring forward to Management, for discussion/resolution emerging settlement related issues, challenges, barriers, gaps or good news stories resulting from client services.
- Perform other tasks as may be assigned in furtherance of the objectives and mandate of the Organization.

ACCOUNTABILITIES

- Ensure quality programming that supports the achievement of the expectations under the funding agreement including key deliverables and reporting expectations

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- Provide input to the Management for the purposes of continuous improvement
- Provide the participants with the knowledge and skills on how to explore training requirements and career opportunities in Saskatchewan
- Ensure that participants identify suitable and relevant vocational goals
- Ensure that the participants gain an understanding of Labour Market information and the occupations in demand
- Ensure that the participants gain an understanding of how to navigate the job search processes (job search strategies, interviews, hidden job market) to attain employment
- Assist the participants to obtain necessary skills, certification, tickets and/or licensing to meet employer qualification in their occupation of choice
- Assist participants with the development of personal marketing tools such as: resumes, cover letters and application forms
- Provide personal supports to participants to secure and maintain employment (e.g job coach, mentor, etc.)
- Treat others fairly, always acting in an honest and trustworthy manner through a commitment to excellent personal performance and personal ownership
- Take personal responsibility for actions
- Immediately inform the Manager of issues that may be of concern to the Organization

Other Tasks

- Identify and bring forward to Management, for discussion/resolution emerging settlement related issues, challenges, barriers, gaps or good news stories resulting from client services.
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SKILLS AND KNOWLEDGE

EDUCATION AND EXPERIENCE

- Ability to multi-task and work under pressure with minimum supervision independently and independently and cooperation/collaboration internally with staff and externally with other agencies
- An excellent understanding of peculiar barriers to employment for new Canadians
- Knowledge of current available settlement programs, services, and resources in area
- Excellent group facilitation skills and experience facilitating job training workshops
- An excellent understanding of labour market trends and the business community in Saskatoon and area
- Proof of English proficiency by obtaining a completed Canadian education, minimum CLB Level 9 or IELTS 7
- Proficiency in report writing in English Language
- Proficiency in MS Office Applications and applicable client data management systems
- Positive attitude, enthusiastic, and upbeat personality
- Strong leadership, problem solving, inter-personal, team-work and organizational and cultural sensitivity skills

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- Valid Criminal Record Check/Vulnerable Sector Search
- Other Language abilities is an asset

HOURS OF WORK & SCHEDULE

- 35 hours/week
- Typically, 9 am to 4:30 pm, Monday to Friday
- Contract Duration: Up till July 31, 2023

WAGE & BENEFITS

\$21/hour

CONTACT INFORMATION

APPLY TO

Please send your resume and cover letter, using the Position "Program Worker" as subject, to: The Human Resources/Operations Manager International Women of Saskatoon: careers@iwssaskatoon.org

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