



Position Title: Resource Facilitator

Type of Position: Full-time

Location: Vancouver

Start Date: August 1, 2018

Applications will be reviewed on an on-going basis

About EMBERS Eastside Works:

Eastside Works, an initiative of EMBERS, is a hub that connects individuals to employment and training opportunities in the heart of the Downtown Eastside. We provide accessible workshops, one-on-one support and coaching, and help connect individuals to income-generating opportunities. We are a small team committed to meeting people where they are at and providing flexible supports. The approach of Eastside Works is fundamentally different from existing government-mandated employment services because our goal is not necessarily to get people off of income assistance and into full-time work but to support individuals' goals for improving their livelihoods.

About EMBERS:

Established in 2001, EMBERS' mission is to create economic and employment opportunities for people living on low incomes who face barriers to employment. We help people rediscover hope and self-sufficiency through the power of work. EMBERS began its services by offering self-employment training programs for budding entrepreneurs, and since then, has grown to offer employment services to over 1000 people annually who live in Vancouver's Downtown Eastside through its temporary staffing social enterprise.

The Position:

Resource Facilitators are the first point of contact at Eastside Works and offer a range of supports to individuals and to the hub. They intake clients, refer community members to other services, and work with clients to explore their goals and identify their unique capacity to generate income. Resource Facilitators play a key role in maintaining a comfortable, inclusive, and safe environment that individuals can feel supported in. Beyond the walls of Eastside Works, Resource Facilitators fulfill outreach opportunities at events and with community partners to build stronger connections to resources.

Responsibilities:

- Complete intakes and orientations with new service users.



- Manage client and program database to ensure accurate and current information, and contribute to continuous improvement of database procedures.
- Maintain a comfortable, inclusive and safe environment through adherence to existing practices and by bringing new ideas to the space.
- Work with clients one-on-one to explore goals, provide evaluative feedback, create resumes, and attend external appointments and orientations in the community.
- Facilitate soft skills workshops on various topics related to work readiness.
- Work collaboratively and professionally with other staff and external partners to match individuals to volunteer, training or income generation opportunities.
- Contribute to the improvement and creation of processes and internal programs through critical feedback and innovative ideas.
- Act as an Eastside Works ambassador at various community events and information sessions to increase knowledge of relevant opportunities for service users and to promote Eastside Works' offerings.
- Support Eastside Works' reporting and evaluation criteria by tracking relevant metrics.
- Coordinate Eastside Works' program schedule with other staff members and community partners.
- Other duties as required.

Requirements:

- Must be a highly organized self-starter who has a positive attitude, strong self-awareness, is adaptable and reliable, and brings innovative approaches to work.
- 2 to 3 years of experience working with unemployed, underemployed, homeless or marginally housed individuals, and knowledge of the challenges facing individuals with significant barriers to entering the labour market residing in the DTES or a similar community.
- Extensive experience working in diverse communities.
- Computer literacy: database entry, MS Office applications (Word, Excel, Powerpoint), Slack, Google Docs
- Demonstrated knowledge of employment and training resources in the DTES and an understanding of systemic barriers to employment.
- Demonstrated ability to provide front-line community services, including de-escalation techniques, client confidentiality, and a commitment to equal treatment regardless of sexual orientation, gender, age, colour, race, religion, or ability.
- Strong belief in the capacity of all residents to find fulfilling ways of generating income and living full and rewarding lives.
- Education/training in counselling, community mental health, social work or equivalent experience working with individuals with barriers.
- Experience working in employment services, mental health, or addictions will be considered an asset but not a requirement.



Compensation: \$42,000 with benefits package after three months of employment

If you feel you have what it takes to join Eastside Works as a Resource Facilitator please send us your resume with a cover letter outlining your experience and why you want to be a part of the team with the subject heading: Eastside Works Resource Facilitator.

Contact: grace@embersvancouver.com

Only shortlisted candidates will be contacted for interviews. References will be required for all successful candidates.