

## INTERNAL & EXTERNAL JOB POSTING

### Facilitator, Skilled Newcomer Support Program

ISANS is seeking a full-time **Facilitator, Skilled Newcomer Support Program** responsible for delivering the Skilled Newcomer Employment Support program by providing targeted services that help clients develop employability skills, secure meaningful employment, and achieve sustained labour market integration. This is accomplished through structured training, individualized job search and job development support, and ongoing retention assistance. Reporting to the Supervisor & Manager, Employment & Bridging, this position will be responsible for:

#### **Duties and responsibilities:**

##### **Facilitation**

- Deliver Skills for Success curriculum to clients by cohorts
- Support clients in developing their portfolio
- Facilitate structured, interactive group sessions focused on employment readiness and workplace integration
- Adapt curriculum delivery to meet diverse client needs, learning styles, and language levels
- Monitor attendance, participation, and learning outcomes to ensure program effectiveness

##### **Client Support and Development**

- Provide individualized employment supports between cohorts to ensure continuity of service
- Conduct client needs assessments and develop personalized employment action plans
- Support clients to identify and articulate transferable skills aligned with labour market needs
- Support development of resumes, cover letters, and effective job search strategies
- Prepare clients for interviews through coaching and mock interviews
- Support understanding of Canadian workplace communication, expectations, and culture
- Provide ongoing coaching and follow-up to support employment success and retention

##### **Employment Services and Job Search Support**

- Support active job search activities including applications, networking, and employer engagement
- Align client skills with labour market opportunities through job development support
- Provide labour market information and guidance on employer expectations
- Conduct follow-up with employed clients to support retention and address workplace challenges

##### **Collaboration and Coordination**

- Collaborate with Supervisor, Employment Specialists and internal teams to ensure coordinated service delivery
- Participate in team meetings, case conferencing, and service planning
- Maintain accurate client data in organizational databases
- Contribute to program evaluation, reporting, and continuous improvement

##### **Outreach and Engagement**

- Support participant recruitment and program promotion
- Participate in information sessions and outreach activities
- Build relationships with internal and external stakeholders to strengthen referrals and service pathways

##### **General Responsibilities**

- Provide information as required for internal/external reports, proposals, grants
- Review and adhere to ISANS workplace health and safety policies; safety is everyone's responsibility
- Attend regular Staff Meetings and Team meetings
- Attend training and development opportunities as appropriate
- Perform other duties as required

**The ideal candidate for this position will have the following:**

**Education:**

- Bachelor's degree or
- Equivalent combination of education and experience will be accepted
- Career Practitioner's Certificate an asset
- Counselling Certificate an asset
- Adult education/training certificate an asset

**Experience:**

- Experience in a similar position providing employment counselling and career coaching to immigrants
- Experience in group facilitation
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience in facilitating career exploration and job search workshops
- Experience building partnerships with employers and the business community

**Knowledge:**

- Knowledge of resume development, interview techniques, job search and employment needs assessment
- Knowledge of career exploration methods and activities
- Knowledge of job development techniques and approaches
- Up to date knowledge of the Nova Scotia labour market and current trends

**Skills:**

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

**ISANS Core Competencies**

**Cultural Competency; Equity, Diversity & Inclusion**

- Embracing the value that different perspectives and cultures bring to an organization

**Collaboration**

- Working collaboratively with others across the organization to achieve shared objectives

**Continuous Learning**

- Continually seeking new knowledge and skills, as well as developing existing capabilities

**Innovative Thinking**

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

**Accountability**

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

**Respect**

- Actively encouraging an environment of fairness, honesty and integrity for all

**Terms of Employment**

- Indefinite-term contract
- Full-time, 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance. Mostly in person work

**Commencement Date:** ASAP

**Closing Date:** Wednesday June 24 ,2026- 4.00pm

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. To help us achieve our diversity goals, we encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position

**We wish to thank all applicants for their interest and effort in applying for this position.  
However, only candidates selected for interviews will be contacted.**