

Job Posting

Job title: Business Relations Specialist
Hours: 35 hours per week
Start/end date: July 15, 2024 – March 31, 2025, with possibility of extension
Posting Date: June 17, 2024
Reference Number: CLNU-2024-15
Deadline to apply: June 24, 2024

CultureLink is a Not for Profit Charity settlement and community organization with 35 years of experience in developing and delivering services to meet the needs of diverse communities. Passionate about providing innovative services, we adapt to changes and create new programs that best respond to and address our clients' specific needs.

Our team of more than 70 staff members, speaking more than 30 languages, is dedicated, knowledgeable, and multicultural. We serve around 10,000 participants on average each year.

Our services connect cultures to build welcoming communities. We assist newcomers looking for employment, help families navigate the school system, and provide youth with the skills necessary for bright and successful futures. We support refugees and bring together new and established Canadians.

Job Summary:

The Youth Employment Skills Strategy program (YESS) provides employment related settlement services for youth (15-30). The YESS program provides services including promotion, outreach, needs assessment and referrals, information and orientation, employment related workshops, individual coaching, job placement support, job retention support, facilitating and monitoring mentoring matches. The Business Relations Specialist is responsible for the successful implementation of the YESS program, achieving committed output and outcomes.

The purpose of the position, Business Relations Specialist, is to provide one-on-one coaching, support, and oversight to the YESS team consisting of 3+ direct reports, to ensure effective delivery of the program's initiatives. In addition, the role will build, strengthen and coordinate business (employer) relations activities at CultureLink, by strengthening existing employer relationships and building new partnerships.

On-site presence as well as periodic visits to business partners is required.

Duties:

Working closely with management team, staff, and business partners the Business Relations Specialist will:

Program Leadership

- Manage all aspects of Program delivery
- Design, collect, and analyze data to assess community needs, to support program development efforts
- Identify CultureLink's business needs, develop and implement results-oriented marketing and engagement strategy to employers
- Oversee tracking of all information using appropriate tracking tools, compilation of statistics and submission of reports as required

- Provide support to staff, addressing concerns or recommendations with regards to the program
- Responsible for setting performance parameters, monitoring of individual achievements and, conducting performance evaluations
- Mentor, support and develop team members through coaching and direction on training and development opportunities

Programs Operations

- Ensure that staff are well equipped to provide clients with the necessary training and coaching to meet the recruitment needs of identified employers
- Liaise with external stakeholders and lead all employer focused events such as networking events, mentoring events, employer panels, job fairs etc.
- Lead, facilitate and perform program administration and HR related tasks relating to staff and management of physical resources and facilities

Relationships Management

- Represent CultureLink to program stakeholders and partners, liaising with businesses to identify various corporate engagement opportunities including creation of employment/placement/job shadowing opportunities, and participating in networking/mentoring events
- Have an exceptional aptitude towards forming connections with diverse business partners and corporations

Other Duties

- Any other duties assigned

Required Work Capacities:

- Physical Demands: sitting at desk for computer work (50% of the workday) and meetings; lifting (files, laptop and program supplies up to 5kg); working in an open office
- Non-physical demands: travel between worksites; businesses/community partners, monthly deadlines, variety of tasks; some evening and weekend work required
- Social/emotional demands: teamwork; relationships/network-building; working closely with clients and staff
- Cognitive/mental demands: attention to detail; multitasking; organizational ability/time management, adaptability, sound judgement

Qualifications

- Bachelor's degree, preferably in Public Relations, Business Administration and/or any relevant field.
- Minimum of three (3) years' experience in program delivery/management, business relations and/or employment services
- Minimum of two (2) years of experience directly supervising a team
- Knowledge of program design, and evaluation
- Sensitivity and understanding of newcomer issues
- Strong oral and written communication skills
- Experience in a unionized environment is an asset
- Satisfactory Vulnerable Sector Screening with the past six months;
- Legally entitled to work in Canada

How to Apply

Please submit your cover letter and resume to the Executive Assistant at jobspd@culturelink.ca, quoting the reference number (CLNU-2024-15).

CultureLink works within an anti-oppression framework and is committed to equity. We value diversity and inclusion, and strongly encourage applications from racialized people, people with disabilities, and people from gender and sexually diverse communities. Upon request, CultureLink will provide accommodations for people with disabilities throughout the selection process.

We thank all candidates for their interest and advise that only those selected for an interview will be contacted. We will be reviewing applications as they are submitted.