



### **PURPOSE**

We are partners in our clients' journey to achieving their full potential; innovators, and collaborators in the employment support, training, and skills development fields.

### **MISSION**

We develop and deliver innovative employment tools and training and provide outstanding services that support people on their work and personal journey.

### **VISION**

To inspire and advance the employment, training, and skills development ecosystem locally, nationally, and globally.

Futureworx values the power of diversity, equity, and inclusion in our workforce, our relationships and our programs and services.

We are committed to building a diverse and inclusive community, where the rights of all individuals and groups feel safe, valued, empowered, and respected for their contributions. Applications from candidates who have been historically disadvantaged and marginalized, including Indigenous peoples, black, racialized, a person with a disability, and 2SLGBTQ+ are encouraged.

### **About Us...**

Futureworx is a charitable organization based in Nova Scotia, whose purpose, since its inception in 1984, has been to help individuals facing employment barriers to overcome their obstacles and reach their full potential both in their community and in the workplace.

Our approach has evolved over time and today, Futureworx is a leader in developing and delivering innovative employment tools and training, always with a wholistic view that incorporates social and emotional skills or 'soft' skills development.

Futureworx has been a high-growth and innovative organization, that today delivers services in every county of Nova Scotia and every Canadian province and works with partners across the country and around the globe.

Futureworx occupies a unique space in the employment and career services landscape. With an entrepreneurial mindset that is distinctive in the employment field, it includes various tools and training offerings, and a reputation as an innovative, creative, energetic, and collaborative partner.

We have a full-time, term **Opportunity** working 35 hours/week for **Information Resource Specialist** who thrives in a team environment and possesses a reputation for providing exceptional customer service. This position will be based out of Nova Scotia Works Centre in Elmsdale and reports to our CEO under the direction and supervision of the Operations Managers.

It is a term, covering maternity leave, with an anticipated start date of September 25<sup>th</sup>, 2023 with an end date on or around December 2024.

## Roles & Responsibilities

### Information Resource Specialist



- As the first point of contact, addresses clients' needs and assist in helping them to find the most relevant resources and guides them in developing the skills to use these resources.
- Gather and disseminate current and relevant career and employment information
- Gather and document initial client information and create case in LaMPSS
- Conduct orientation to NSW services and identify potential service needs
- Promote NSW services via social media platform
- Conduct follow-up with clients at 24 and 52 weeks
- Assist Job Seekers with Resumes, Cover Letters, On-line Applications, and local labour market information

## SKILLS & EXPERIENCE

- Exceptional customer service skills
- Excellent communication and interpersonal skills
- Strong organizational skills and attention to detail
- Good knowledge of community organizations, Agreement Holders, and referral agencies
- Ability to access and effectively use information and communications technology; conduct research
- Solid understanding of Labour Market Information and its applications
- Adherence to inclusionary practice, ethical decision making, and respect for diversity, and confidentiality
- Basic understanding of needs assessment principles and practice
- Working knowledge of employment/career related services, programs and interventions
- Good understanding of ESAT and its applications

## Futureworx believes our employees are our biggest ASSET!

We strive to recognize and reward our employees' contributions accordingly.

We offer an excellent benefit and compensation package:

\$25.16 – 28.33/hour based on 35 hours per week

3-weeks vacation to start

Pension Plan with options for 6% employer matching

Medical/Dental coverage available

14 additional paid holidays including STAT holidays

3 Personal Days annually

Accumulate up to 35 paid sick days at 1.25 days/month

Leadership Development

Diversity, Equity, Inclusion Council

Accessibility Committee

Employee Assistance Program

Service Awards



Champion Award

Wellness Fund

Education/Training Bursary

Conferences

## WANT TO JOIN OUR TEAM?

- Send your cover letter and resume via email to [erin.thomson@futureworx.ca](mailto:erin.thomson@futureworx.ca). If you wish to self-identify as a candidate from an under-represented group, please do so in your cover letter.
- Applications will be accepted until 4:30pm on Wednesday, September 20<sup>th</sup>, 2023.
- Only candidates who have been selected for an interview will be contacted.
- Once interviewed, you may be recommended for a 2<sup>nd</sup> interview with our Personnel Committee from our Board of Directors
- Anticipated start day is September 25<sup>th</sup>, 2023.
- All offers of employment are conditional upon a clear criminal record check.

We look forward to hearing from you.