

WEBINAR:

**BC Refugees JobConnect: Connecting Employers to New Talent Pool
Q & A**

1. What is the number of refugees moving to Northern BC?

Unfortunately, we don't have access to that specific data as of right now. As the tool continues to grow and is expanded further afield from the lower mainland, we will get a better idea about the number of clients within the tool that are residing within Northern BC.

2. What is the working status of a refugee?

Refugees have permanent resident status and have full working status except for some jobs that need a high-level security clearance.

3. We have a number of recruiters. When employer profiles are being created, can each recruiter create a profile or is there only one profile per employer?

For security reasons, we would advise you to create a different profile for each person using the tool, otherwise you will be sharing a password among several people.

4. If there is only one profile per employer, can multiple people use the profile from that single employer?

As with the above question, for security reasons, we would advise each person using the tool to create a separate profile.

5. Are the scaled descriptions of the candidates self-determined or has there been a validation process, i.e. description of languages?

The language scales are based on formal language assessment tests taken by the candidates. Employers can ask the candidates for the results from the language assessment as part of the hiring process. We have provided them with several language assessment tests to assess themselves against (Canadian Language Benchmark (CLB)/LINC, IELTS, TOEFL and CELPIP). These are the most common tests that a candidate would have already taken since landing in Canada.

6. Are these candidates open to part-time positions?

Some candidates will certainly be open to part-time positions. We are in the process of implementing the option for candidates to state whether they are seeking part-time/full-time work.

8. Do you meet your clients in person? Or is your communication by phone and email only?

We meet our clients in a few different ways. We are in the process of hosting candidate onboarding sessions with the help from our partners in the community. These are face-to-face sessions in which we go through the tool with a large group of candidates explaining to them what information we are seeking, how to input the information, etc. Our community partners will have met these candidates in person also and are also assisting them in uploading their information into the tool without the help of these onboarding sessions. The majority of the candidates within the tool have come through these onboarding sessions or through the assistance of the service providers. However, there are a number of clients who have registered with the tool and uploaded their information on their own. When contacting the candidates regarding a job position, all our communication will be through phone or email.

9. Am I at a disadvantage if you don't offer full-time hours and or zero benefits?

This is dependent on whether this is standard practice within your industry and the nature of the occupation and job opportunity you are offering.

10. From City of Surrey - Is the attachment functionality for the supporting documents available from the website?

Yes. If a client has opted to upload a resume/cover letter/reference/certifications, then these documents will be viewable to an employer.

11. Do you have a similar service/offering to all BC immigrants, not just refugees?

As of right now, we do not have a similar service offering to BC immigrants. However, we are considering expanding this tool to include all immigrants and not just refugees.

12. Are Criminal Record Checks or Education verified through IEC-BC

No. BC Refugees JobConnect doesn't operate in the same way as a recruitment agency might. The goal of this tool is to create connections between BC employers seeking employees and candidates seeking employment. The responsibility for verifying a candidate's information ultimately lies with the employer.

13. Is there a way that we can track who we have looked at or requested info for on the portal site?

As of right now, that ability has not yet been implemented into the tool. However, it is a suggestion that we have brought to our development team and hope to get that functionality for employers as soon as possible. In the meantime, we would encourage you to contact the BC Refugees JobConnect team at bcrefugeesjobconnect@iecbc.ca or fionangriffin@iecbc.ca to

find out which candidates you've requested info on as we are tracking all this information at IEC-BC.

15. As a service provider, are we able to see the list of employers currently registered to see if our employers are already registered. If not, we'd like to ask our employers to register.

No, due to privacy reasons, we cannot share with you a list of employers who are registered with the tool. We would encourage you to contact the BC Refugees JobConnect team at bcrefugeesjobconnect@iecbc.ca or fionangriffin@iecbc.ca for more assistance with this.

16. Who are your partners? Are you referring to immigrant agencies, such as SUCCESS or MOSAIC?

We are working with many partners around BC. Our community partners include agencies such as SUCCESS, MOSAIC, Options, ISS of BC, DIVERSEcity and Abbotsford Community Services. We are also partnering with business associations, such as boards of trade and chambers of commerce to promote the tool to their members.

17. Can an employer post available jobs on the website for candidates to view and apply for?

No. BC Refugees JobConnect is not a job posting board. Our goal from the beginning was to make this tool employer-facing, so it can assist them with searching for and finding candidates with specific skills and creating connections with candidates in their communities seeking employment.

18. Is there any government funding available for training of new employees through this program?

There is a Refugee Fund available through the Canada BC Job Grant from the Province of BC. We would advise you to contact your closest [WorkBC](#) for more information on funding that may be available for training of new employees.

19. Do you have a "like" feature or social media site linkages that offer an ability for participants to help promote your services?

[IEC-BC](#) is available on [Twitter](#), [Facebook](#), [YouTube](#) and [LinkedIn](#). If you don't already do so, then please follow us on social media and help spread the word to your networks.

20. Are all the candidates actively looking for work?

The majority of candidates are actively looking for work. In some cases, candidates that have registered may have found work through their own means. In such cases, IEC-BC will deactivate the profile within the database as soon as we are aware of the situation.

21. Is there any wage subsidy that the government would consider for us if we recruited refugees?

We would advise you to contact your closest [WorkBC](#) for more information on funding that may be available for training of new employees.

22. Does the candidate portal include candidates located and or seeking work outside the Lower Mainland?

Most of the candidates are based in the Lower Mainland (Surrey, Abbotsford, Burnaby, New Westminster, Coquitlam etc.). If you wish to filter the database of clients by their experience within a location, please enter the location into the keyword search bar. For instance, employers who are looking to filter clients with construction and forklift experience that are based in Surrey would type “construction forklift Surrey” into the keyword search bar and the tool will filter out clients who have not mentioned Surrey in their profile. We have included the ability for employers to see whether a client is open to relocating for work in their profile in their locational information.

23. Do candidates expect language accommodation of any kind?

The database has candidates with varying language abilities. Some candidates will have advanced English abilities but many the candidates will have beginner to intermediate ability. We would ask employers who are seeking candidates with beginner to intermediate English language ability to be aware of certain restrictions candidates may have due to this language ability. We have employers within our database who have employees currently at their company who are fluent in the language of the candidate and for them, hiring a candidate with low English ability isn't a problem as this communication gap can be overcome. Other employers are willing to provide a translator to assist with group safety training sessions. We would ask you to check out our [Onboarding Refugees Toolkit](#) for more assistance in this area.

24. How many candidates from the talent pool have been successful in obtaining a position?

As the tool was only recently launched to employers, we are still in the process of doing follow up calls with employers to find out how their “matches” have gone so far.

26. How many employers are currently registered with the program, what are the sectors?

We currently have 66 employers registered with the tool and almost 200 candidates seeking employment. The main sectors are construction, manufacturing, retail, and food and beverage.