



Information Resource Specialist

Location: Middleton, NS

Part-Time, Term to December 2027

(with the possibility of renewal subject to funding approval)

Hourly Wage Range: 2026: \$21.97-\$23.29 and 2027: \$22.29-\$23.64

About PeopleWorx

PeopleWorx Society is a nonprofit organization with over 40 years of experience supporting individuals, employers, and communities through employment services, career development, and training. As a Nova Scotia Works service provider, PeopleWorx delivers free employment services in Coldbrook, Middleton, and Annapolis Royal. PeopleWorx is also a provincially registered private career college offering an accredited Continuing Care Assistant (CCA) program.

About the Position

PeopleWorx is seeking an approachable, resourceful Information & Resource Specialist to join our Nova Scotia Works team in Middleton. This front-line role helps clients access employment services, complete online intake processes, find employment information and resources, and connect with appropriate supports.

The successful candidate will provide practical assistance to people with diverse backgrounds, employment needs, and levels of digital literacy while helping maintain a welcoming, accessible resource centre. This position reports to the Operations Manager, Nova Scotia Works.

Major Responsibilities and Duties

Client Service Delivery

- Welcome clients, identify their immediate employment information and service needs, and connect them with appropriate Nova Scotia Works staff, services, community resources, and referral pathways.
- Assist clients with online intake, forms and registrations; online job searches, résumés, cover letters, job applications, and interview preparation.
- Share accurate labour market information and information about employment programs, career resources, and community supports that may help address barriers to employment.

- Provide patient, practical assistance with online platforms and digital processes for clients with varying levels of digital literacy.
- Maintain accurate client-related records, workshop registrations, and required LaMPSS tracking in accordance with established procedures, while respecting confidentiality and client dignity.

Resource Centre and Team Support

- Support day-to-day resource centre operations, including reception, telephone and email inquiries, appointment coordination, and maintaining accessible employment and job-search resources.
- Manage routine front-line inquiries and resource centre activities independently, exercising sound judgment and seeking support from colleagues when appropriate.
- Collaborate with Nova Scotia Works colleagues, participate in team meetings and relevant community working groups, as appropriate and as identified by the Operations Manager, and contribute to continuous service improvement.

Workshops and Information Sessions

- Assist with preparation and delivery of in-person and virtual employment workshops and information sessions, including materials, registrations, and participant support.
- Help participants access relevant employment resources and support community presentations as appropriate.

Education, Experience, Skills and Competencies

PeopleWorx values transferable skills and considers combinations of education, training, related employment or volunteer experience. Backgrounds in customer service, employment services, social services, community support, administration, or related fields are assets; a specific credential is not required.

- Strong interpersonal and client service skills; a respectful, inclusive, patient approach to people with diverse needs.
- Ability to explain information and digital processes clearly, with effective verbal and written communication and practical research skills.
- Confidence with computers, online forms and job-search platforms; familiarity with Microsoft Office, Canva, or similar tools, or willingness to learn.
- Strong organization, attention to detail, sound judgment, accurate recordkeeping, and the ability to work independently and as part of a team.

Additional Assets (not required)

Mental Health First Aid; cross-cultural competency or disability awareness training; familiarity with Nova Scotia Works intake, the Client Pathway, or LaMPSS; experience supporting individuals facing employment barriers; and French-language proficiency.

Position Details

- Regular hours: Wednesday to Friday, 9:00 a.m.–4:00 p.m., with a 45-minute unpaid break each day (18.75 paid hours per week).
- Based in Middleton, with occasional travel to other sites and occasional work outside regular hours.
- Term to December 2027, with possible renewal subject to funding approval; six-month probationary period.

Professional Development Opportunities

The successful candidate will have access to training and professional development opportunities offered through the Nova Scotia Career Development Association (NSCDA) to Nova Scotia Works staff, supporting ongoing learning in career development, employment services, and client-centred service delivery.

Our Commitment to Equity, Diversity, and Inclusion

PeopleWorx is committed to building a diverse workforce that reflects the communities we serve. We welcome applications from Indigenous Peoples, African Nova Scotians, Persons of African Descent, racialized persons, persons with disabilities, 2SLGBTQIA+ individuals, and women in occupations where they are underrepresented.

We also encourage applications from youth, Veterans, military spouses, and individuals bringing diverse lived experiences and transferable skills. Applicants may voluntarily self-identify in their application. PeopleWorx is committed to an accessible recruitment process and will provide accommodations upon request.

How to Apply

Please send a résumé, cover letter, and references to resume@peopleworx.ca. All three are required for consideration. References will only be contacted if selected for employment.

Application deadline: Tuesday, November 10, 2026, at noon.

We thank all applicants for their interest. Only candidates selected for an interview will be contacted.