

## **JOB POSTING**

<b>Job Title:</b>	<b>Employment Advisor</b>
<b>Program Name:</b>	<b>Employment Program of BC</b>
<b>Location:</b>	<b>Sunshine Coast, BC</b>

### **Position Summary**

The Employment Advisor works as a Service Provider in Open Door Group's WorkBC Employment Services Centre on the Sunshine Coast. The Employment Advisor works with a diverse range of individuals (including members of specialized populations) to assist them in securing employment within the timelines established in the Employment Program of BC agreement. The Employment Advisor accomplishes this by: conducting needs assessments to understand the client's context and identify issues that are preventing them from achieving their work goals; developing personalized plans that address the client's needs; monitoring progress, and ensuring the client secures sustainable employment (or community attachment) in a timely manner. The Employment Advisor may also assist clients with overcoming barriers to employment by facilitating group workshops; and contacting employers to help clients secure interviews and sustainable employment in the community.

### **Key Duties and Responsibilities**

#### **Case Management**

- Develop collaborative relationships with clients using a client-centred and outcomes focused approach
- Conduct formal needs assessments through a structured interview process to jointly identify and priority issues that are keeping the client from achieving employment
- Develop personalized plans that address client's needs and make use of the targeted services available within the ESC
- Monitor client progress by reviewing activities, learning outcomes, and results on an agreed upon schedule and communication medium
- Review, revise and update action plans as necessary to enhance self-sufficiency and sustainable labour market attachment
- Ensure the client achieves employment (or community attachment) in a timely manner according to our contractual agreement
- Utilize the integrated case management system (ICM) to capture client data and to evidence qualitative and quantitative outcomes
- Write client progress notes and follow up reports
- Open, maintain and close client files using the ICM
- Make referrals to specialized assessment providers as required

#### **Facilitation & Job Development**

- Facilitate employment preparation workshops as required. Topics may include: career exploration, job search (resume development, cover letters, employment references, interview techniques) labour market information and research, and job maintenance
- Contact employers to help facilitate interview opportunities and job placements on behalf of clients

**Financial Management**

- Ensure client activities are based on need and fall within the scope of the budget parameters as set out in the EPBC agreement, and targets set by ODG
- Determine client need and eligibility and administer financial supports
- Complete necessary documentation and prepare financial reports as required

**Other**

- Communicate with service providers, funders, internal stakeholders and clients
- Attend team meetings
- Perform other duties as required

**Knowledge, Skills and Abilities****Knowledge**

- Theoretical and applied knowledge of career counselling, multicultural and cross-cultural counselling, ethical career practice, and adult learning principles
- Up-to-date local labour market knowledge across a variety of industry sectors
- Applied knowledge of BC's Employment Standards Act
- Comprehensive understanding of the EPBC program mandate, with an ability to articulate the benefits of the EPBC model for clients
- Understands and is able to speak to the unique opportunities and challenges associated with working within a project-based entrepreneurial organization

**Skills**

- Able to establish and maintain productive counselling relationships with clients
- Skilled at assessing personal characteristics (interests, values, aptitude, personality traits); learning style; vocational identity; conditions of the work environment (tasks, expectations, norms, and qualities of the physical and social settings); as well as career development learning needs
- Can use counselling techniques appropriate to the client's goals, skills and needs
- Skilled at assisting clients to develop employability and job search skills
- Excellent written and verbal communication skills
- Excellent time management and organizational skills
- Competent in analyzing data and statistics, measuring outcomes, using numbers
- Proficient with business technologies, including: Windows environment and MS Office, printer/scanners and web based research tools; and ICM

**Abilities**

- Proven ability to meet or exceed qualitative and quantitative performance expectations
- Proven ability to conduct needs assessments, develop timely and effective action plans, and maintain client engagement to achieve employment goals
- Demonstrated ability to work effectively with a variety of client groups including specialized populations as defined in the EPBC
- Demonstrated ability to manage client data and effectively document the counselling process while working with a large caseload of clients
- Demonstrated ability to self-manage a complex and flexible work schedule

### **Training, Education and Experience**

- Bachelor degree preferred - a combination of education and career development experience will be considered
- Case management / career development experience preferred
- CCDP an asset

### **Other Requirements**

- Able to pass and maintain a Criminal Record Check

### **Critical Success Factors**

- Creative and passionate in working with clients to enhance labour market attachment
- Strong interpersonal skills and capable of working with specialized populations
- Commitment to providing quality service and meeting or exceeding program deliverables
- Proven ability to be adaptable in your approach by adjusting to changes in service delivery models, the labour market or participant trends
- Displays a reflective, learning and problem solving approach to work
- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit

### **To Apply**

Please submit your resume and cover letter to Tina Strehlke at [HR@training-innovations.com](mailto:HR@training-innovations.com)