

JOB POSTING

Job Title:	Employment Resource Specialist
Reports To:	Program Manager
Program Name:	Employment Program of BC
Location:	Squamish

Position Summary

The Employment Resource Specialist maintains an accessible and welcoming Self-Serve Centre that provides relevant labour market and career information to assist clients in securing sustainable employment (or community attachment) within the timelines established in the Employment Program of BC agreement. The Employment Resource Specialist accomplishes this by: introducing clients to ESC services and screening clients for service; developing employment resources; assisting clients with job search activities; creating competitive resumes and job search tools, and maintaining equipment and supplies. The Employment Resource Specialist is able to identify, analyze, understand and share relevant labour market and business information with clients, employers and community service organizations. The ERS is responsible for distributing promotional materials and engaging in events and activities to recruit a targeted number of clients to the centre.

Key Duties and Responsibilities

Client Support 70%

- Develop respectful, collaborative relationships with clients, local employers and community serving organizations through all access channels (in person, online and by telephone)
- Facilitate the initial service orientation and screening process with new clients
- Support and monitor clients accessing self-serve services in a manner that supports clients independence and self-sufficiency
- Ensure clients are aware of services and staff-assisted functions
- Monitor clients and determine when and if clients are having difficulty and should be assessed for case management
- Support clients in the use of the preliminary needs assessment tool to determine if case management services are required
- Assist clients to access and use online government databases related to their unemployment situation including applying for EI and determining EI status through Service Canada online or by phone
- Assist clients in identifying, locating, understanding and using labour market information to effectively target their job search, as well as employment, training and career decision making
- Administer essential employment related financial supports to non-case management clients, including employer sponsored apprentices
- Assist clients to align their employment expectations with the reality of the labour market; create competitive resumes and job search tools; become informed consumers of LMI; conduct a focused job search; develop an entrepreneurial job search attitude; understand the steps in occupational decision making; and develop research skills
- Assist apprenticeship clients to submit online applications for financial supports

- Coordinate and manage employer and community interactive support services in the Self-Serve Centre

Information Management 20%

- Ensure ESC has up to date information on job opportunities and labour market trends and that this information is effectively communicated to clients, employers, local service organizations and colleagues
- Ensure ESC has a variety of relevant, current and credible employment related resource materials and labour market information available
- Develop tools and resources to mediate labour market information and to assist clients in using the Centre in support of their career research or job search
- Liaise with other community service organizations and ensure a comprehensive, current and accurate directory of local community-based services
- Liaise with the Facilitator to coordinate ESC workshop schedule, register clients for ESC facilitated workshops and provide follow up support services as required
- Coordinate translation and interpretation services as required
- Utilize the integrated case management system (ICM) to capture client data and to evidence qualitative and quantitative outcomes
- Provide written reports regarding client performance and progress

Other 10%

- Communicate with employers, service providers, funders, internal stakeholders and clients
- Coordinate and manage distribution of promotional materials in the community; identify and engage in activities and community events to attract clients to the ESC
- Attend team meetings
- Perform other duties as required

Knowledge, Skills and Abilities

Knowledge

- Understands and can describe Tii's philosophical and practical approach to career development learning
- 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
- Comprehensive understanding of career development processes and decision-making, and the role that LMI plays in those processes
- Strong 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
- Able to use a strengths-based approach to working with individuals in career transition
- Able to identify and select guidance techniques appropriate to client goals and needs
- Skilled at assisting clients to develop employability and job search skills
- Strong research and analysis skills; excellent written and verbal communication skills

- Excellent time management and organizational skills
- Highly proficient with business technologies, including: Windows environment and MS Office, printer/scanners and web based research tools, social media and online learning platforms
- Skilled at keyboarding, data entry and database query and reporting structures

Abilities

- Proven ability to meet or exceed qualitative and quantitative performance expectations
- Proven ability to manage a career resource environment ensuring the information acquired, purchased, catalogued and displayed is logical, easily accessible and appropriate to meet the needs of all clients
- Demonstrated ability to work effectively with all stakeholders, including employers, community members, diverse clients, and specialized populations as defined in the EPBC
- Demonstrated ability to write employment resource materials and informational articles
- Able to manage difficult situations, assist clients in crisis, and respond professionally to client complaints

Training, Education and Experience

- Bachelor degree (or higher) preferred - a combination of education and career development experience will be considered
- A minimum of 2 years experience in a client service or customer service role
- CCDP preferred
- Job Club Leadership Training Certification an asset
- Familiarity with common career/employability assessments
- Non-Violent Crisis Intervention (NVCI) training or other customer service/conflict mediation training

Other Requirements

- Able to work weekends and evenings
- Able to pass and maintain a Criminal Record Check – including vulnerable persons
- Able to work in Whistler as required
- Fluency in French or Punjabi an asset

Critical Success Factors

- Creative and passionate in working with clients to enhance labour market attachment
- Strong interpersonal skills and capable of working with employers from all industry, community service organizations and specialized client 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

Application Process



To apply for this position please submit your resume and cover letter by email to Tara Fong, Director of Career Services at tara.fong@training-innovations.com

Internal applicants please cc' Tina Strehlke, Communications Director at tina.strehlke@training-innovations.com

Applications will be accepted until January 8, 2012.