

Position Description – Specialized Employment Consultant (WorkBC)

Position Description

Position title	Specialized Employment Consultant
Location	In WorkBC Centre as indicated in job posting and employment agreement
Reports to	Centre Manager or Regional Manager, depending on WorkBC catchment
Direct reports	N/A
Travel requirements	Ability to work in different locations in the Columbia-Shuswap catchment

Position purpose

The Specialized Employment Consultant assists Clients from specialized inclusion groups (Multi-Barriered, Persons with a Disability, and Francophone Clients) to find and maintain employment. This role ensures successful outcomes for the Client while ensuring all contract deliverables are achieved. While this role is responsible for their case load, all Service Team members will provide support, creating a team around the individual. Case Management is a collaborative process between the WorkBC Contractor and a Client. The WorkBC Contractor will work with the Client and provide ongoing support to the Client as they progress to achieve goals and objectives in the Client's Action Plan. The process of Case Management involves developing a positive relationship with the Client, encouraging, motivating, and supporting the Client to achieve sustainable employment, and increase independence and self-sufficiency as appropriate for each Client. Key factors in Case Management include helping Clients build confidence, become self-motivated and recognize and build their skills, strengths, and abilities.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Complete 7-10 new intakes each week
Program Outcomes	<ul style="list-style-type: none"> Meet goals associated with 4-week, 24-week and 52-week outcomes Achieve Service Utilization targets as a percentage of clients Additional interventions provided to clients who have been in active services for >12 weeks

Core Responsibilities:

Case Management	<ul style="list-style-type: none"> Conduct a Client Needs Assessment with eligible Clients, as the first step in Action Plan development and Case Management in order to understand and document the Client's employment-related strengths, needs, abilities, skills and other relevant employment-related factors to determine the Client's level of employment readiness and employment service needs. Develop and revise action plans, in accordance with Ministry Policy, for every Client accepted for Case Management, collaborating with the Client and reaching agreement on the objectives, Services, activities and tasks recorded in the Action Plan. Overall responsibility for the management of assigned Client case files in the primary information system used within the program (ICM), this includes,
------------------------	---

Position: Specialized Employment Consultant	Owner: People and Culture	Publish Date:	Page 1 of 5
---	-------------------------------------	---------------	--------------------

	<p>documenting Client processes, eligibility determination, and tracking and recording Client progress and results.</p> <ul style="list-style-type: none"> • Gain the Client’s commitment and engagement to fully participate in Case Management and develop an Action Plan and work with Clients to create, update and revise action plans. Collaborate with other organizations as necessary to coordinate a Client’s Action Plan Services and Financial Supports. Support and monitor the progress of each Case Managed Client by reviewing the Client’s progress with the Client and comparing it against the Client’s Action Plan; • Support Clients with awareness and navigation support, including accessing community resources specified in their Action Plans, including facilitating and following up on referrals as appropriate. • Perform Client monitoring while participating in specialized services (includes liaison with specialized members of the service delivery team) in order to verify client engagement, ensure documentation requirements are being completed, and to perform general oversight activities) • Upon a Client being ready to commence a job search, work with the Client to create an individualized job search plan. • Support assigned Clients to conduct activities or receive supports as outlined within their job search plan. This includes facilitating Client supports and job interviews and supporting the Client to negotiate the terms of their employment with the support of specialized members of the service delivery team. • Provide individualized Job Sustainment support to Clients and employers when the Client requires on-the-job support and guidance to successfully maintain their employment, work experience, or community attachment
<p>Specialized Case Management</p>	<ul style="list-style-type: none"> • Conduct a Client Needs Assessment on eligible Clients, as the first step in Action Plan development and Case Management in order to understand and document the Client's employment-related strengths, needs, abilities, skills and other relevant employment-related factors to determine the Client's level of employment readiness and employment service needs; • Where required, coordinate the completion of a Disability Related Employment Needs Assessment (DRENA) or other specialized assessments to understand Client's unique strengths, needs, capabilities and employment-related considerations to help identify a realistic Employment Goal or Community Attachment goal; • Develop an Action Plan (and revise as required) for each assigned Client, reflecting each Client's strengths, employment considerations and employment service needs • Overall responsibility for the management of assigned Client case files in the primary information system used within the program (ICM), this includes, documenting Client processes, eligibility determination, and tracking and recording Client progress and results. • Support assigned Clients conduct activities or receive supports as outlined within their Action Plan. This includes facilitating Client access to specialized services, such as Skills Enhancement Training Services, Self-Employment Services, and Customized Employment Services. • Perform Client monitoring while participating in specialized services (includes liaison with specialized members of the service delivery team) in order to verify

	<p>client engagement, ensure documentation requirements are being completed, and to perform general oversight activities)</p> <ul style="list-style-type: none"> • Upon a Client being ready to commence a job search, work with the Client to create an individualized job search plan. • Support assigned Clients conduct activities or receive supports as outlined within their job search plan. This includes facilitating Client supports and job interviews with the support of specialized members of the service delivery team. • Provide individualized Job Sustainment support to Clients and employers when the Client requires on-the-job support and guidance to successfully maintain their employment, work experience, or community attachment • Attend presentations at local Job Fairs and other employer related networking opportunities • Attend business and community events including Chamber of Commerce functions and other community or employer-based trade shows; join local Business Associations and committees as appropriate • Participate in the hosting of community and employer events • Research and identify employers and sector opportunities on behalf of clients • Communicate opportunities to staff related to opportunities, such as labour market specific information
<p>Other Services</p>	<ul style="list-style-type: none"> • Provide services to Clients in a manner that is welcoming, safe and professional and ensures that their privacy rights are protected. Service is to be in accordance with Contract performance requirements to support that Client in achieving the highest level of Labour Market Attachment and self-sufficiency possible for the Client. • Stay up-to-date on any other programs or funding sources that Clients may access to provide any Client with information the Client may require to apply for those programs or funding sources. • Stay up to date about other potential employment program options for Clients, and support Clients as needed to access them as appropriate and when eligible. • Attend presentations at local Job Fairs and other employer related networking opportunities • Participate in the hosting of community and employer events • Research and identify employers and sector opportunities on behalf of clients • Communicate opportunities to staff related to opportunities, such as labour market specific information
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

Required:

<p>Position: Specialized Employment Consultant</p>	<p>Owner: People and Culture</p>	<p>Publish Date:</p>	<p>Page 3 of 5</p>
---	---	----------------------	---------------------------

- Demonstrated experience in conducting and interpreting Client Needs Assessments; coaching and mentoring Clients; working with individuals from a variety of Inclusion Groups with complex barriers and a broad range of cultural backgrounds; and building partnerships with employers, community agencies, and other stakeholders
- If supporting Persons with a Disability: Demonstrated experience with providing Persons with a Disability with support and to function productively in employment. Also experience with conducting disability-related needs assessments, and interpreting specialized assessments or clinical assessments, working with individuals with complex barriers to employment and a broad range of cultural backgrounds, and identifying Assistive Technology solutions for Persons with a Disability
- Demonstrated experience promoting services to engage new clients and to ensure strong client engagement in services
- Ability to work successfully providing Client service within a complex environment with many rules
- Experience working within a performance based/fee for service program model
- Successful track record helping Clients to overcome barriers to employment
- Experience in the development and support of appropriate employment-specific training opportunities for program clients
- Ability to provide services effectively to Clients in a one on one and group format as well as by outreach and remote access methods
- Knowledge of the local labour market, community resources, government programs, job search techniques, career development and issues relating to unemployment
- Ability to establish a good match between a Client's skill set and abilities, and the needs of an employer
- Excellent documentation and report writing skills
- Exceptional skills in interviews/assessments, professional resume writing, vocational counselling, and individualized goal-setting and planning
- Team player with ability to work effectively with all types of people
- Strong critical thinking and organizational skills
- Excellent group facilitation and communication skills
- Strong digital literacy skills including Microsoft Office Suite
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a criminal record check
- Ability to work outside require business hours, including in shifts, evenings, and Saturdays
- A valid driver's license and a reliable vehicle as well as the flexibility and the ability to work in different locations in the Columbia-Shuswap catchment

Preferred:

- Comfort and proficiency using Social Media
- Experience with Ministry and other online tools such as ICM, online employment services, Magnet

Education/Certifications:

- Post-secondary certificate, degree, or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education, or human resources management) preferred
- If supporting Persons with a Disability: Post-secondary certification, degree, or diploma relevant to providing Client services to Persons with a Disability
- CCDP preferred

Position: Specialized Employment Consultant	Owner: People and Culture	Publish Date:	Page 4 of 5
---	-------------------------------------	---------------	--------------------



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.