

Position Description – Job Developer (WorkBC)

Position Description

Position title	Job Developer
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
External Stakeholders	Contract and Procurement Specialist with the ministry of Seniors, Community and Social Services
Travel requirements	Flexibility and the ability to work in different locations in the catchment as required

Position purpose

The Job Developer is responsible for providing individualized services to employers and clients in order to achieve Labour Market Attachment for clients who are unlikely to find work on their own or work in a competitive labour market and need access to the hidden job market and employers. Job Development Services provide the clients with direct support to job match, refer to, and negotiate with employers for new job opportunities that may exist based on the needs, skills and abilities of the client and individual employer needs.

Job Development Services are provided in WorkBC Centre and the community at employer locations depending on the type of service and individual client needs. Clients in Job Development Services who require intensive support for job retention and maintenance will also be provided with additional, post-employer services and follow up support that increases the client's ability to maintain Employment.

Success measures

Customer/Stakeholder Satisfaction	- Minimum biweekly contact with all active job seekers in JD services - Every client has a targeted resume for each job application - Every client has an updated and appropriate employment goal within ICM
Employer Engagement	- Contact a minimum of 10 employers each week - Maintain monthly contact with existing employer connections - Attend at least one business association or committee meeting quarterly
Operational Performance	- Complete 2 new intakes into Job Development each week - Place 10 clients per week in front of an employer to be considered for a job - Secure 2 wage subsidy placements per month - Secure 1 unpaid work experience placements per quarter - Submit 1 client success story per quarter
Program Outcomes	- Ensure 80% of clients complete work experience and wage subsidy placements - Complete at least one site visit on 100% of work experience placements - Complete inspections on work experience hosts to ensure OH&S Standards prior to client placement

Position: Job Developer	Owner: People and Culture	Publish Date: January 6, 2025	Page 1 of 4
-----------------------------------	-------------------------------------	---	--------------------

Core Responsibilities:

Case Management	• Eligibility determination – provide assessment services to determine the need for Job Development Services. Assessment findings and a rationale detailing the need for Job Development services must be detailed within the clients ICM case file • Develop a plan that details the activities the client will undertake while participating in Job Development Services. The plan must include the level of follow-up determined appropriate prior to providing this intensive level of service • Primary Job Development services include: ○ working with clients to establish potential employment opportunities ○ directly and indirectly provide Job Matching Opportunities ○ providing individualized job marketing to employers ○ arranging interviews and supporting Clients at job interviews as required ○ negotiating job terms and conditions • Deliver Wage Subsidy Services, by: ○ Evaluating Client eligibility for Wage Subsidy Services, ○ Evaluating Employer eligibility ○ Determining the amount and terms of the Work Experience Agreement with an eligible Employer based on individual Client needs in relation to the placement ○ Ensuring employer has attested in the application to being compliant with all applicable legislation ○ Ensuring employer has appropriate insurance in place, including general liability and an active WorkSafeBC account in good standing before Client starts the Wage Subsidy placement. ○ Monitoring wage subsidy placement to ensure training agreed to is being provided.
Job Retention and Maintenance Support	• Provision of Job Coaching and Job Maintenance support - an individualized service provided to clients and employers when the client needs on-the-job support and guidance to successfully maintain Labour Market Attachment. These services are intended for clients who are not likely to achieve success through employer training and support alone. Services include: ○ Conduct initial employer on-site visits to ensure the best working conditions for future employees; ○ Assisting the client and/or employer to resolve issues that may impact the client's ability to maintain employment; ○ Identifying and arranging for any accommodations and supports necessary for the client to continue in employment ○ Coordinate and facilitate required training that will support job retention, including on-the-job training ○ Providing any other supports the client requires ○ Monitoring the client's employment on a monthly basis at a minimum, or more frequently where required ○ Ensuring a transition to Natural Supports, specific to each client and employer

	- Create opportunities for employment by being solution oriented, proactively marketing specific clients to specific employers for direct job placement/matching opportunities including, volunteer, part-time and full-time paid employment placements, job shadowing, informational interviews, and work experience placements. (Work placement options may include work experiences, Wage Subsidy, place and train, job shadowing, job carving, job simulation, job sharing, on-the-job training) - Clients in Job Development Services who require intensive support for job retention and maintenance will also be provided with extended, post-outcome follow-up services that increase the client's ability to maintain Employment.
Community Involvement	- Assist leadership team in planning and hosting hiring fair events within our centres/catchment - Host job club to support job seekers to explore current labour market opportunities - Stay attuned to local community employment related venues and market WorkBC services on behalf of the centre - Assist in promoting centre employment services to potential employers and/or assist in assessing and identifying any employer hiring needs and advising on most appropriate service to best support needs. - Regular attendance/presentations at local Job Fairs and other employer related networking opportunities - Represent and assist with the arrangement and facilitation of any in-house or external job fairs, and provide any direct referral candidates to employers to aid in expediting client and employers' hiring needs - 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
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Required Competencies:

- Continuous improvement - Critical thinking - Research skills - Auditing	- Analytical thinking - Verbal Communications - Written Communications - Compliance
--	--

Capabilities and experience

- Demonstrated experience in conducting and interpreting Client Needs Assessments; coaching and mentoring Clients; working with individuals with complex barriers and a broad range of cultural backgrounds; and building partnerships with employers, community agencies, and other stakeholders
- Experience in effectively marketing Clients, including Specialized Population Clients, and explaining the benefits to employers
- Strong ability to market Centre employment services to potential employers or/ or employer related forums, for example, Chamber of Commerce, employer networking linkages

Position: Job Developer	Owner: People and Culture	Publish Date: January 6, 2025	Page 3 of 4
-----------------------------------	-------------------------------------	---	--------------------

- Ability to take a unique approach in coming up with ideas to meet Clients employment placement needs
- Experience in assessing the needs of an employer and a Client and making an effective job match
- 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 inside contractual business hours and occasional community events outside of regular business hours
- Flexibility and the ability to work in different locations in the catchment as required, and otherwise available to work in the primary WorkBC Centre

Preferred Criteria:

- 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
- CCDP preferred
- Proficiency in French and/or other languages in addition to English
- Comfort and proficiency using social media
- Experience with Ministry and other online tools such as ICM, online employment services, Magnet



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.