

Position Description – Employment Consultant (WorkBC)

Position Description

Position title	Employment Consultant
Location	Rutland WorkBC Centre
Reports to	Team Lead/Regional Manager
Direct reports	N/A
Travel requirements	May require travel between Centres to support operational coverage within the Kelowna, West Kelowna or Rutland Centres

Position purpose

The Case Manager (CM) assists clients to find and maintain employment. This role ensures successful outcomes for the client while ensuring all contract deliverables are achieved. 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 assisting clients with job placement opportunities, contacting employers, building confidence, self-motivation, building their skills, strengths, and abilities to achieve and maintain sustainable employment.

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"> Overall responsibility for the case management of approximately 80-100 assigned clients in the primary information system (ICM). Required to document all communication, supports and services provided to client including recording client progress, contact and action plan. Conduct a Client Needs Assessment with eligible clients as the first step in their individualized action plan Gain the Client's commitment and engagement to fully participate in Case Management and develop an Action Plan and work with Clients collaboratively to create, update and revise action plans Facilitate the completion of a Disability Related Employment Needs Assessment (DRENA) and/or referrals to 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
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	<ul style="list-style-type: none"> • Support assigned Clients to 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, Wage Subsidy, Job Development and Customized Employment Services. • Support and monitor the progress of each client by reviewing the client's progress and comparing it against the client's Action Plan, verify client engagement, ensure documentation requirements are being completed, and perform general oversight activities • Collaborate with other organizations as necessary to coordinate a client's Action Plan services and financial supports • Refer client to internal and external community resources specified in their Action Plans and follow up on referrals as appropriate • 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
Client Service & Community Engagement	<ul style="list-style-type: none"> • Provide services in a manner that is welcoming, safe and professional and ensures that client privacy is protected • Stay up to date on any other employment programs or funding sources that clients may be eligible for • May participate in community and employer events • Research and identify employers and sector opportunities on behalf of clients
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Capabilities and experience

Essential Requirements:

- Demonstrated experience in coaching clients; working with individuals with complex barriers and inclusion groups; working with individuals and building partnerships with employers, community agencies, and other stakeholders
- Successful track record helping clients to overcome barriers to meet identified goals and targets
- Knowledge of the local labour market, community resources, government programs, job search techniques, career development and issues relating to unemployment
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a criminal record check
- 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; or equivalent experience
- Computer literacy, including Microsoft Office Suite

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- Ability to work Monday to Friday in Centre
- Flexibility and the ability to work in different locations in the catchment

Preferred Criteria:

- Certified Career Development Practitioner (CCDP) Designation
- Bilingual (French and English)
- Experience in the Employment Services Sector
- Experience with provincial government and other online tools such as ICM and online employment services
- A valid driver's license and a reliable vehicle



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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.