

# Position Description – Employment Resource Advisor/Financial Support Clerk (WorkBC)

## Position Description

<b>Position title</b>	<b>Employment Resource Advisor/Financial Support Clerk</b>
<b>Location</b>	Burnaby, BC
<b>Reports to</b>	Centre Manager
<b>Direct reports</b>	N/A
<b>Travel requirements</b>	N/A

## Position purpose

The Employment Resource Advisor assists clients in the Self-Serve area of the WorkBC Centre, ensuring all clients accessing are provided with a consistent, professional, and welcoming environment. This role provides clients with the information, tools, and resources to enable them to undertake job search, career planning, self-assessment, labour market research or other employability-related activities as independently as possible. This role also provides basic job search instruction and technical support, as appropriate. This role liaises with Employment Consultants and other staff to ensure that all services offered in the Self-Serve area are current and appropriate to the community and for client needs.

In addition to the Employment Resource Advisor responsibilities, the Financial Supports Clerk is responsible for the general WorkBC Centre float account, this role provides Client funds for items such as gas cards, transportation, and food supports, ensuring that the required receipt information is collected and uploaded on the Integrated Case Management (ICM) system. Program Financial Supports must be administrated in a manner consistent with Program policy, ensuring that due diligence is exercised, and that effective risk mitigation policies and practices are in place.

## Success measures

<b>Customer/Stakeholder Satisfaction</b>	<ul style="list-style-type: none"> <li>Ensure ongoing intakes to support client pipeline.</li> </ul>
<b>Financial Performance</b>	<ul style="list-style-type: none"> <li>Ensure financial supports are managed and processed accurately.</li> </ul>
<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"> <li>Ensure participation in all team training and professional development.</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>Ensure contact with all active self-serve job seekers and sustainment clients.</li> </ul>
<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>Meet goals associated with 4-week, 24-week and 52-week outcomes.</li> </ul>

## Core Responsibilities:

<b>Administrative</b>	<ul style="list-style-type: none"> <li>Checks WorkBC website daily for up-to-date job postings and employer opportunities that can be shared with job seekers and staff</li> </ul>
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	<ul style="list-style-type: none"> <li>• Assists with completion of initial eligibility determination, identity verification, and client sign-in</li> <li>• Assists clients and Employment Consultants with getting documentation signed and attaching documentation to the clients' ICM cases</li> </ul>
<b>Client Service</b>	<ul style="list-style-type: none"> <li>• Screens clients to determine readiness and ability to look for work independently by:             <ul style="list-style-type: none"> <li>○ Supporting the determination of client eligibility for self-serve or case management services</li> <li>○ Assessing if client needs crisis care services, and support the client in accessing these services</li> </ul> </li> <li>• Supports clients in the Self-Serve area to access resources including computer workstations with internet access, relevant software programs, Labour Market Information (LMI), telephones and a fax machine</li> <li>• Assists clients to ensure they are aware of available services and supports related to achieving Labour Market Attachment or Community Attachment</li> <li>• Acts as a resource for job search information and techniques:             <ul style="list-style-type: none"> <li>○ Keep up to date on trends in resumes and cover letters</li> <li>○ Keep up to date on local employers hiring practices</li> </ul> </li> <li>• Provides relevant print materials and online links to British Columbia LMI and other provincial and federal sources</li> <li>• Promotes the WorkBC website to clients and employers</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Provides and manages eligible financial supports and required participation, job start, and job sustainment including:             <ul style="list-style-type: none"> <li>○ Ensure supports are provided as per Ministry policies and Client eligibility requirements</li> <li>○ Assess the reasonableness of requests for Program Financial Supports and use the appropriate application forms</li> <li>○ Should a Financial Burden exist and required supports exceed the allowable maximum, ensure Ministry policy requirements are met</li> <li>○ Ensure that clients are receiving payments in accordance with the terms and conditions of agreements</li> <li>○ Collect evidence and other required documentation and upload into the database used within the WorkBC program (ICM)</li> </ul> </li> <li>• Ensure support funds are properly recorded within the ICM system and have been transmitted to the Ministry financial system (CFMS)</li> <li>• Support the management of the centre float, including the completion of monthly and yearly reconciliations</li> <li>• Purchase and maintain an inventory of non-financial supports that may be provided to a client, this includes retail coupons, gift cards, bus passes or vouchers</li> <li>• All such items or services must be billed to the Ministry at the actual incurred cost paid, supported by an invoice, and proof of payment.</li> </ul> <p>In situations where a client has failed to honor commitments in their Financial Agreement, for monies they have received directly, make diligent efforts to collect the overpayment</p>
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

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## Capabilities and experience

### Required Competencies:

<ul style="list-style-type: none"> <li>• Customer Service Focus</li> <li>• Organized</li> <li>• Motivational</li> </ul>	<ul style="list-style-type: none"> <li>• Time Management</li> <li>• Research Skills</li> <li>• Technical Expertise</li> </ul>
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### Essential Requirements:

- Demonstrated experience providing financial services, customer service, resolving issues both in person and in a virtual service delivery environment, and working with individuals with complex barriers and a broad range of cultural backgrounds
- Knowledge of the local labour market, community resources and government programs
- Knowledge of job search techniques, career development, and issues relating to unemployment
- Excellent customer service skills, administrative and organizational skills; ability to prioritize and work independently
- 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 in the office and at home on a weekly rotation schedule, including working 10:30am to 6:30pm Monday to Thursday and 9:00am to 5:00pm on Fridays

### Preferred Criteria:

- Post-secondary certificate, degree, or diploma in a relevant field preferred (ie: Career or Employment Development, Business Administration, Commerce, Bookkeeping, Accounting, Administrative Assistant, Human Resources)
- Experience with provincial government and other online tools such as Integrated Case Management and Online Employment Services Databases
- Proficiency in French and/or other languages in addition to English is preferred



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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.

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