

## Position Description –

### Employment Resource Advisor / Junior Employment Consultant (WorkBC)

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#### Position Description

<b>Position title</b>	<b>Employment Resource Advisor / Junior Employment Consultant</b>
<b>Location</b>	Kelowna WorkBC Centre
<b>Reports to</b>	Centre Manager
<b>Direct reports</b>	N/A
<b>Travel requirements</b>	May require travel between Centres to support operational coverage within the Kelowna, West Kelowna or Rutland Centres

#### Position purpose

The Employment Resource Advisor / Junior Employment Consultant provides all Clients with a consistent, professional and welcoming environment to support them in achieving sustainable employment. 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 all staff to ensure that all services offered are current and appropriate to the community and for Client needs.

#### Success measures

<b>Customer/Stakeholder Satisfaction</b>	<ul style="list-style-type: none"><li>• Ensure ongoing intakes to support client pipeline</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><li>• Achieve Service Utilization targets as a percentage of Clients</li><li>• Clients who have been in active services for &gt;12 weeks should be considered for other interventions</li></ul>

#### Core Responsibilities

<b>Administrative Case Management</b>	<ul style="list-style-type: none"><li>• Assist with completion of initial eligibility determination, identity verification, and client sign-in</li><li>• Phone clients to remind them of appointments</li><li>• Conduct a Client Needs Assessment with eligible Clients as the first step in their individualized action plan</li><li>• Collaborate with the client to develop, update and revise action plans, in line with policy</li></ul>
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	<ul style="list-style-type: none"> <li>• Overall responsibility for the management of assigned client case files in the primary information system (ICM), including, documentation in client eligibility determination, and recording client progress and results</li> <li>• 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</li> <li>• Collaborate with other organizations as necessary to coordinate a client's Action Plan services and financial supports</li> <li>• Refer client to internal and external community resources specified in their Action Plans and follow up on referrals as appropriate</li> <li>• Provide individualized job search support, including: interviews, employer contacts, job matching, and negotiating the terms of the client's employment</li> <li>• Provide individualized Job Sustainment support to clients and employers when the client requires on-the-job support</li> </ul>
<b>Client Service</b>	<ul style="list-style-type: none"> <li>• Screen clients to determine readiness and ability to look for work: <ul style="list-style-type: none"> <li>◦ Supporting clients to register for online employment services and completion of a Guided Interview</li> <li>◦ Support the determination of client eligibility for self-serve or case management services</li> </ul> </li> <li>• Support 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>• Assist clients to ensure they: <ul style="list-style-type: none"> <li>◦ Are aware of available services and supports related to achieving Labour Market Attachment or Community Attachment</li> <li>◦ Can locate and access employment-related information, resources and supports</li> <li>◦ Are aware of, and support them in finding, other community resources and government programs or benefits needed</li> <li>◦ Are aware of their eligibility for Program Services</li> </ul> </li> <li>• Assist clients with employment applications, interview preparation, interview follow-up, etc.</li> <li>• Act 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> </ul> </li> <li>• Develop and keep updated a directory of local, up-to-date community-based services</li> </ul>
<b>Client Service &amp; Community Engagement</b>	<ul style="list-style-type: none"> <li>• Provide services in a manner that is welcoming, safe and professional and ensures that client privacy is protected</li> <li>• Stay up to date on any other employment programs or funding sources that clients may be eligible for</li> <li>• May participate in community and employer events</li> <li>• Research and identify employers and sector opportunities on behalf of clients</li> </ul>

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<i>Other duties as required, including going beyond the job description whenever necessary</i>	

## Capabilities and experience

### Essential Requirements:

- Demonstrated experience in customer service and 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
- 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.

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