

Position Description – Customized Employment Consultant (WorkBC)

Position Description

Position title	Customized Employment Consultant
Location	Brentwood - Burnaby
Reports to	Centre Manager
Direct reports	N/A
Community Collaborators	N/A
Travel requirements	As needed throughout the catchment

Position purpose

The Customized Employment Consultant is responsible for providing Customized Employment (CE) Services for Clients who have a disability, significant barrier, or multiple barriers to employment and self-sufficiency, and who require intensive support services. This role ensures all CE Services are provided in a manner that best meets Client needs, including CE discovery and development of an employment profile. CE is a flexible process designed to personalize the employment relationship between a job seeker and an employer in a way that meets the needs of both. CE involves providing individualized services to Clients and employers when Clients have complex employment support needs and require intensive support services to obtain and maintain Labour Market Attachment. CE involves the creation of unique employment opportunities, based on these best-match scenarios, by identifying, initiating or creating new jobs, carving existing jobs by negotiating to re-arrange work tasks, or creating Self-Employment opportunities specifically customized to the Client's needs, skills, abilities and competencies.

This role requires substantial travel throughout the catchment to meet clients in a location where they are comfortable including their homes.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Complete 1-2 new intakes each month
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:

<p>Case Management</p>	<ul style="list-style-type: none"> • Develop a client profile and create a Discovery report with eligible clients as the first step in their individualized action plan • Collaborate with the client to develop, update and revise action plans, in line with policy • 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 • 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 • Provide individualized job search support, including: interviews, employer contacts, job matching, and negotiating the terms of the client’s employment • Provide individualized Job Sustainment support to clients and employers when the client requires on-the-job support
<p>Client Service & Community Engagement</p>	<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 • Participate in community and employer events • Research and identify employers and sector opportunities on behalf of clients
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

- Post-secondary certificate, degree, or diploma relevant to providing client services to Persons with a Disability
- Demonstrated experience assessing complex Client needs in specialized areas such as physical limitations, developmental disabilities, mobility skills, and cognitive, social and emotional barriers;
- Demonstrated experience conducting disability-related needs assessments, interpreting specialized assessments or clinical assessments and delivering customized employment;
- Demonstrated experience providing job coaching and job development services;
- Demonstrated experience working with individuals with complex barriers to Employment and a broad range of cultural backgrounds;
- Demonstrated experience providing a Person with Disabilities with support to function productively in Employment;
- Experience building partnerships with employers, community agencies, and other stakeholders;
- Experience identifying Assistive Technology solutions for Persons with a Disability
- Strong digital literacy skills including Microsoft Office Suite
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a

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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 catchment

Preferred:

- Proficiency in French and/or other languages in addition to English
- Experience with Ministry and other online tools such as ICM, and online employment services
- CCDP, RRP 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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