

Position Description – Senior Employment Consultant (WorkBC)

Position Description

Position title	Senior Employment Consultant
Location	Kelowna, BC
Reports to	Centre Manager
Direct reports	N/A
Travel requirements	Occasionally throughout Central Okanagan region, as needed

Position purpose

The Senior Employment Consultant assists Clients to find and maintain employment. This role ensures successful outcomes for the Client while ensuring all contract deliverables are achieved. While this role is responsible for their case load, all Service Team members will provide support, creating a team around the individual. Case Management is a collaborative process between the Employment Consultant and a Client. This role will work with the Client and provide ongoing support to the Client as they progress to achieve goals and objectives in the Client's Action Plan. 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 helping Clients build confidence, become self-motivated and recognize and build their skills, strengths, and abilities.

The Senior Employment Consultant provides 1:1 and group staff training to support the continued learning and development of staff within the Kelowna Centre and Central Okanagan Catchment. This role will support the Kelowna Centre Manager with completing case audits and data quality reviews while reviewing weekly communications, processes, referrals, and policy updates to ensure compliance with ministry policies.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Complete 5-10 new intakes each week Provide services in accordance with Contract performance requirements to support Client in achieving the highest level of Labour Market Attachment and self-sufficiency possible for the Client Communicate opportunities to staff related to opportunities, such as labour market specific information
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 Clients who have been in active services for >12 weeks should be considered for other interventions

Core Responsibilities:

Case Management	<ul style="list-style-type: none"> Overall responsibility for the case management of approximately 40-60 assigned clients in the primary information system (ICM). Required to
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	<p>document all communication, supports and services provided to client including recording client progress, contact and action plan.</p> <ul style="list-style-type: none"> • 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. • 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.
Team Coaching	<ul style="list-style-type: none"> • Act as the Subject Matter Expert on case management. • Provide case-by-case Quality Assurance on files as directed. • Provide 1:1 and group staff training to support the continued learning and development of staff within the Kelowna Centre . • Provide advice and support to staff regarding policy, process and ICM use. • Assist Centre Manager with reporting, including KPM inclusion report, CMC report and success stories. • Assist with team meetings (this includes muster meetings); lead when Centre Manager is away.

	<ul style="list-style-type: none"> Act as point person for services-based complaints or concerns; be the gatekeeper to the Center Manager.
Client Service and 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 and staff; 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
- Strong digital literacy skills
- Ability to work Monday to Friday (in centre position)
- Flexibility and the ability to work in different locations in the Central Okanagan catchment to support operational needs

Preferred Criteria:

- CCDP preferred
- Bilingual - proficiency in French and English
- Experience in the Employment Services Sector
- Experience with Ministry 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 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.