

Position Description – Employment Resource Advisor (WorkBC)

Position Description

Position title	Employment Resource Advisor
Location	Chilliwack, BC
Reports to	Centre Manager
Direct reports	N/A
Community Collaborators	Contract and Procurement Specialist with the Ministry of Seniors, Community and Social Services
Travel requirements	N/A

Position purpose

The Employment Resource Advisor 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

Customer/Community Collaborator Satisfaction	Ensure ongoing intakes to support client pipeline
Program Outcomes	Meet goals associated with 4-week, 24-week and 52-week outcomes

Core Responsibilities:

Administrative	- Check WorkBC and other websites daily for up-to-date job postings, employer opportunities and maintain a job board - Provide clients with access to employment-related self-assessment tools such as interests, personality type and values, and career planning and employability assessments - Assist with completion of initial eligibility determination, identity verification, and client sign-in - Phone clients to remind them of workshops
Client Service	- Screen clients to determine readiness and ability to look for work: - Supporting clients to register for online employment services and completion of a Guided Interview

Position: Employment Resource Advisor	Owner: People and Culture	Publish Date: 2024-06-04	Page 1 of 3
---	-------------------------------------	------------------------------------	--------------------

	○ Support the determination of client eligibility for self-serve or case management services. • 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 • Assist clients to ensure they: ○ Are aware of available services and supports related to achieving Labour Market Attachment or Community Attachment ○ Can locate and access employment-related information, resources and supports ○ Are aware of, and support them in finding, other community resources and government programs or benefits needed ○ Are aware of their eligibility for Program Services • Assist clients with employment applications, interview preparation, interview follow-up, etc. • Act as a resource for job search information and techniques: ○ Keep up to date on trends in resumes and cover letters • Develop and keep updated a directory of local, up-to-date community-based services • Support Employment consultants with applicable Case Management activities as required
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Capabilities and experience

- 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
- Demonstrated experience providing 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
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a criminal record check
- Ability to work in center Monday to Friday
- Computer literacy

Preferred Criteria:

- Proficiency in French and/or other languages in addition to English
- Comfort and proficiency using Social Media
- Advanced knowledge of employability skills & duties for most employment sectors
- Experience with provincial government and other online tools such as ICM, online employment services

Position: Employment Resource Advisor	Owner: People and Culture	Publish Date: 2024-06-04	Page 2 of 3
---	-------------------------------------	------------------------------------	--------------------



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

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.