



Job Posting: Employment Counsellor

Kiwassa Neighbourhood House, a multi-service community agency working in East Vancouver, is seeking an Employment Counsellor to work with clients facing multiple barriers to employment. The successful candidate will work as part of the Northeast Vancouver WorkBC Program, in partnership with MOSAIC.

OVERALL: You love working with people to connect their strengths and skills with opportunities to find knowledge, confidence, and networks that support their ability to find and retain employment. As an Employment Counsellor, your duties will include: assessing clients' employability and financial needs, developing action plans, supporting job development relationship-building, and monitoring and following up with clients to enable job attachment and retention outcomes are achieved.

DUTIES: Employment Counsellor
1. Client Intake Services: Assesses potential clients' program eligibility for the WorkBC program and provides service information to clients. Assists clients to navigate between programs and services, and refers ineligible clients to other appropriate community resources.
2. Case Management Services: Conducts Client Needs Assessment (CNA) and employment support services, including Work Experience, Skills Enhancement, Job Search and Job Sustainment.
3. Understands the WorkBC program service policies and contractual obligations, and understands the role of an Employment Counsellor play in achieving these goals (i.e. KPMs and contractual outcomes).
4. Maintains and monitors client progress to successful job attachment outcome by building a strong rapport with clients, documents client activities in program data base, provides on-going client support, and conducts routine follow-up to a minimum of 24 weeks.
5. Maintains an excellent working knowledge of local labour market trends, community resources, the needs of job seekers and employers, and effective ways to bridge their respective needs.
6. Attends and takes an active role in participating in program, departmental and all-staff meetings; including team meetings and case conferences.
7. Provides back-up for Job Developers and undertakes other duties as requested by the supervisor.
8. Supports the team with program policy interpretation as well as develops strategy/process in improving contractual outcomes and achieving client success.
9. Reviews occupational and self-employment training packages.
10. Plays the role of Subject Matter Expert (SME) in serving one or more Client Inclusion Group(s).
11. Maintains excellent communications with WorkBC Employment Services Centre manager/coordinator and Kiwassa Neighbourhood House supervisors.
12. Assists in resolving client complaint and assist in managing aggressive clients.

QUALIFICATIONS

<p>Minimum Qualifications described in WorkBC Employment Services Agreement Section 17.1.2 to 17.1.8</p>	<p>A post-secondary certificate, 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) or demonstrated experience in:</p> <ul style="list-style-type: none"> • Conducting and interpreting Client needs assessments, • Coaching and mentoring Clients • Working with individuals with complex barriers and a broad range of cultural backgrounds • Building partnerships with community agencies, employers and other stakeholders • Providing customer service and resolving issues both in person and in a virtual service delivery system <p>Current and satisfactory Criminal Record Check is a requirement.</p>
<p>Additional Qualifications:</p>	<ul style="list-style-type: none"> • Strong interpersonal, cross-cultural communication skills; possessing patience, tact, flexibility and ability to build rapport with clients, including multi-barriered clients. • Proficient knowledge of the WorkBC Integrated Case Management tool. • Good working knowledge of existing programs and services, community resources, and local labour market conditions. • Familiar with standard office equipment and skilled in the use of word processing software, the Internet, and e-mail. • Ideally approved CCDP designation (Certified Career Development Practitioner) or RRP (Registered Rehabilitation Professional) designation or in process of being certified. • Additional years of experience within the WorkBC framework serving a Client Inclusion Groups (indigenous, person with disabilities, multiple-barriered, immigrant and refugee clients). In the context of newcomers, an additional language capability is usually

This is a full-time position. The salary range is \$43,000-\$48,000 plus an excellent health, benefits and vacation plan.

Please email a CV and cover letter by March 4, 2019.

To: careers@kiwassa.ca

RE: Employment Counsellor