



Employment Counsellor – Resource Centre

Reports to: Regional Manager, Client Services
Hours: As per the Offer of Employment
Salary: \$29.71-\$31.52 per hour

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients including those facing multiple barriers to employment including mental health challenges.
- You are comfortable having difficult conversations and de-escalating conflict.
- You are easily able to engage clients and keep them engaged through your work with them.
- You love learning and aren't afraid to ask questions.
- You are organized and have the ability to consistently manage your time.
- You love to learn new technologies, programs, and policies.
- You have excellent data management and documentation skills.
- Your collaborative approach to the team you work with make people want to work with you.

The Role...

The Employment Counsellor – Resource Centre position reports to the Regional Manager, Client Services and works closely with the Client Services Coordinator to provide employment services to unemployed and/or underemployed people. This position provides support to a diverse range of clients accessing self-serve services in the busy Resource Centre including: providing support to clients working on the computer and accessing phone and photocopying; making referrals to support clients in their transition to employment; assisting with self-serve workshops; posting employer job postings and providing coverage at the front desk on a regular rotating basis. This position is familiar with various service delivery channels including virtual and WorkBC Centres and uses a client centered approach to service delivery. This position is responsible for taking personal initiative for staying up to date and following WorkBC Policy and ICM requirements to ensure accurate data entry and documentation standards.

Key Duties and Responsibilities

- Provide support for clients registering for a BCeID and accessing the Online Employment Services portal which all clients are required to complete (self-serve or case managed);
- Provide support and assistance to self-serve clients of the Resource Centre in accessing job postings, using the computer lab, word processing, Internet, occupational and labour market information, academic/re-training information, etc;
- Assist clients in resume and cover letter preparation;
- Assist clients to research employers in the community that are suitable for clients' abilities and interests for either paid or volunteer work;
- Maintain up-to-date information and resources in the Resource Centre;

- Take job posting information from employers and post on physical and online job board;
- Assist with compilation and updating of local labour market information;
- Ensure the Resource Centre is organized and a professional working space;
- Maintain the security precautions and routines of the Resource Centre;
- Facilitate delivery of self-serve employment related workshops (i.e. resume building; cover letters; interview skills; labour market information, essential skills etc.) through virtual and in-person means;
- Ensure users of the Resource Centre are using facilities for job search related activities and be comfortable having difficult conversations with those not using facilities for their intended purpose;
- Perform other related duties as required.

Key Competencies:

- **Values.** Behaves consistently with clear personal values that complement NIEFS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client-centered workplace committed to maintaining privacy and confidentiality.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting ever-changing demands of clients, funders, employers, and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the job and the mission of North Island Employment.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.

Qualifications – Knowledge, Education and Experience

- 3 years' experience working as an Employment Counsellor in the employment services industry (or similar industry) working with a broad and diverse range of clients including those with complex barriers and mental health challenges related to employment both in-person and through virtual services.
- Experience coaching and mentoring clients.
- Experience working with scheduling and case management databases.
- Advanced working knowledge and experience with MS Office and navigating the Internet in various browsers and using it as a research tool
- Advanced keyboarding skills and ability to type a minimum of 40 words per minute.
- Valid driver's license and access to a vehicle.
- Availability to work varied work hours including evenings and weekends.
- Certification as a Career Development Professional (CCDP) or actively working towards certification.
- 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 resource management).
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

