



Specialized Employment Counsellor (Youth and Youth at Risk) – Campbell River

North Island Employment is currently accepting applications for a full-time Specialized Employment Counsellor – Youth and Youth at Risk in our Campbell River office. This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization!

Who we are...

Connecting people with work since 1986. With 35 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include Business of the Year (26-49 employees) and Diversity Leadership at the Campbell River Chamber of Commerce Business Awards of Excellence along with provincial recognition as Career Development Organization of the Year by the BC Career Development Association and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

Why Campbell River...

Voted one of the Best Cities for Work in B.C. by BC Business magazine in 2018 and surrounded by majestic mountains and spectacular views of Discovery Passage, Campbell River offers a rare combination of a welcoming small town feel with large city amenities. From summer markets and events in Spirit Square to a very active arts and culture community to year-round world class recreational opportunities and truly affordable housing options, the Campbell River lifestyle is unparalleled.

The community is served by a brand new hospital, ferry terminal to the Discovery Islands, Campbell River Airport (YBL) with daily flights to Vancouver in 35 minutes, municipal broadband infrastructure, a School District with innovative programs, and North Island College that boasts over 70 programs in seven areas of study.

Check out all the great things Campbell River has to offer by visiting:

<http://www.campbellriver.ca/discover-campbell-river> or <https://www.campbellriver.travel/>

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage youth/youth at risk and keep them engaged throughout 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 Specialized Employment Counsellor (Youth/Youth at Risk) position reports to Regional Manager, Client Services and provides comprehensive employment services to youth and youth at risk accessing services at the John Howard Society North Island Foundry and through NIEFS WorkBC Employment Services. This includes: formal employment needs assessment, action plan development, facilitation, ongoing monitoring and support, job development and coaching, and job maintenance and retention that improves employability and supports employment. This position is responsible for **achieving sustained employment outcomes** by utilizing various service delivery channels including Virtual and WorkBC Centres and uses a client centered approach to identify strengths, skills and abilities and addresses barriers to effective achievement of employment and/or community attachment goals. This position is responsible for taking personal initiative for staying up to date and following both Foundry and WorkBC Policy and ICM requirements to ensure accurate data entry and documentation standards.

Key Duties and Responsibilities:

- Work with youth to assess their employment and employability needs, challenges, strengths and resources and develop a comprehensive plan to address employment, education, life skills and other employment-related goals to find/maintain work, enhance employability and achieve independence.
- Provide coaching/counselling and facilitate individualized sessions and group workshops to youth to develop employability skills and to support them to achieve independence in key areas:
 - Job search – including but not limited to setting employment goals, job targets, resume writing, approaching employers, applying for work & job search techniques, interview skills, effective references, appropriate social media boundaries for job search.
 - Career planning & Goal Setting – including but not limited to personal planning and goal setting, career assessment, career planning and research, how to get the training, education or skills you need to work.
 - Employability Life skills - including but not limited to personal leadership, motivation, interpersonal communication, conflict resolution, problem solving, teamwork, healthy work relationships, time management, stress, self-care, personal and workplace health and safety, healthy lifestyle choices, and work-life balance.
 - Independent Living Skills - including but not limited to budgeting, financial planning for moving out, living on your own, education, employment, personal goals, housing search, good tenant competencies, banking, nutrition, and community knowledge.
- Coordinate employment-related services and supports and provide client-centered, effective and collaborative case management including:
 - Strengths-based goal setting & action planning around employment -employability skills;

- Engagement, support and monitoring youths' participation in employment services and progress towards their employment, employability or independent living goals;
 - Coordinating services and assisting youth to navigate through services and systems;
 - Liaison and consultation with others on the Youth's Circle of Care Team including involvement in case planning and case conferences if required;
 - Assess and/or refer youth in need of employment-related diagnostic or disability supports and other specialized services;
 - Provide follow up services once client has achieved independence or employment;
 - Document, report and maintain case records of contacts, services delivered and outcomes achieved (including best practices) as required by law and as specified by JHSNI Foundry and NIEFS WorkBC Employment Services and associated funding organizations.
 - Promote the hiring of youth to a broad range of industry and employers.
- You have a positive conviction about others' rights to self-determination, the capacity of people to grow and change and committed to empowering youth to gain skills and confidence;
 - 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 both in-person and through virtual services.
- Minimum 3 years' experience working directly with youth and youth at risk.
- Experience coaching and mentoring youth clients.
- Experience working with scheduling and case management databases.
- Proficient using technology and computer skills associated with group facilitation, case management and job search including internet, email, smart phones, MS Office Word, PowerPoint or other presentation software, and case management databases/systems.
- 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. child and youth, 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.

How to apply...

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

This posting will be open until filled.

Please address all applications to:

North Island Employment
Shannon Baikie, Regional Manager
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