



Employment Counsellor- Resource Centre– Campbell River

North Island Employment is currently accepting applications for a full-time, in-office Employment Counsellor (Resource Centre) in our Campbell River office. Offering a wage range of \$30.91 - \$32.79 per hour. This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization! As a diverse and inclusive employer, we are always open to hearing from anyone interested in the great work we do with our clients and the community!

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 clients and keep them engaged through your work with them whether 1-1 or in a group setting.
- You love learning and are not 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 Coordinators to provide employment services to unemployed and/or underemployed people. This position is part of a coordinated client engagement team supporting the Front Desk and Resource Centre. This role provides support to a diverse range of clients (including those who may have multiple barriers to employment) 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 regular rotating coverage at the front desk. 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

- Regular and rotating coverage at the front desk and in the Resource Centre as part of the client engagement team;
- Ensure users of the Resource Centre are using facilities for job search related activities;
- Maintain the security precautions and routines of the Resource Centre;
- Facilitate the 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;
- 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 job postings 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;
- Perform other related duties as required.

- Assist with community networking (i.e. building lines of support and making cross-referrals with other social and educational agencies).
- Other 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 and/or Employment Skills Facilitator 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.
- Experience conducting and interpreting client needs assessments and creating action plans.
- Experience facilitating group based workshops.
- Experience coaching and mentoring 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.
- Advanced keyboarding skills and ability to type a minimum of 40 words per minute.
- 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.

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!

Applications will be accepted on an ongoing basis until the position is filled and for consideration for future openings.

Please address all applications to:

North Island Employment
Shannon Baikie, Executive Director
920 Alder Street, Campbell River, BC V9W 2P8
Fax: 250.286.3447
Email: recruiting@niefs.net