

# POSTING

## EMPLOYMENT COUNSELLOR

Permanent Full Time (35 hours per week)  
WorkBC Employment Services  
Newton Location

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The Employment Counsellor is responsible for achieving sustained employment outcomes by utilizing all three service delivery channels - Outreach, Virtual and WorkBC Centres. The Employment Counsellor uses a client-centered approach to identify strengths, skills and abilities, and addresses barriers for effective achievement of employment and/or community attachment goals. They are responsible for staying abreast and following WorkBC Policy and standards to ensure accurate data entry and record keeping in ICM and collection of statistical information. Employment Counsellor is responsible for meeting the specific targets and outcomes set by funders and Options Community Services.

### KEY DUTIES AND RESPONSIBILITIES:

1. Conduct formal needs assessments, including assessment of skills, education, experience, employment readiness, job search skills, life skills and social skills; identify barriers, make appropriate referrals and develop best next steps towards sustainable employment to achieve targets.
2. Work with clients to develop/update a collaborative return-to-work action plan including resume development, job coaching follow-up and outreach work that appropriately meets the clients' needs.
3. Administer, monitor and track financial supports and services according to WorkBC policy and eligibility criteria, including job start supports, transportation supports, food supports, grooming kits and other financial supports related to long term interventions.
4. Assist clients through the application process for skills training, PBLMT, JCP, wage subsidy, self-employment, and other long term interventions.
5. Meet performance measurement targets, service/intervention level targets and outcome targets.
6. Participate in team building and share information for program development in case conference and staff meetings.
7. Effectively manage caseload of 80 to 100 clients.
8. Build strong connections within the community to get new clients.
9. Complete administrative tasks on time.
10. Perform other duties as assigned.

## QUALIFICATIONS

### Education, Training and Experience:

- Minimum three years' demonstrated experience in employment counselling or post-secondary education or combination of equivalent experience and training, with emphasis in employment counselling.
- A Career Development Practitioner certificate is an asset.
- Competent assessment skills utilizing a comprehensive model, appropriate to the client's needs.
- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community.
- Well-developed computer skills in Microsoft Office; strong ability to learn new computer software, including ICM.

### Job Skills and Abilities:

- Able to work respectfully with all population groups: Disabilities, Aboriginals, Francophone, New immigrants, Youth, Survivors of Violence and Mature Workers
- Comfortable working in a performance based work environment with strong emphasis on sustained employment outcomes.
- Flexible and committed to working in a team to achieve sustainable outcomes and targets.
- Sound understanding of skills training process and long term intervention decision making criteria.
- Ability to write and format current industry standard resumes.
- Strong problem solving skills and ability to make "hard decisions".
- Must be independent, self-motivated and have a mature disposition.
- Competent in relating to a diverse clientele and sincere appreciation for a multi-cultural environment.
- Second language is an asset (especially Arabic and French).
- Crisis Line experience an asset.

\* An eligibility list will be maintained for up to 6 months.

### CLOSING DATE:

**Resumes will be reviewed starting Sep 11, 2020 but the posting will remain open until filled and will close without notice.**

### PLEASE APPLY TO:

**Ferrix Leung, Case Management Team Lead**  
Options Community Services Society  
Email: [employmentservices@options.bc.ca](mailto:employmentservices@options.bc.ca)

**No phone calls please.**

**Eligible applicants may be offered a casual position.**

**Please include a cover letter clearly indicating the posting number #A21631 and outlining your qualifications and related experience for the position.**