

# POSTING

## EMPLOYMENT COUNSELOR / JOB COACH

(For multi-barriered clients)  
Permanent Full Time - (35 hours per week)  
This position requires work outside normal office hours  
3 Positions

### WorkBC Employment Services

North Surrey & Newton Locations

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The Employment Counselor/Job Coach for multi-barriered clients is responsible for achieving sustained employment outcomes by utilizing all three service delivery channels - Outreach, Virtual and WorkBC Centres. The position provides employability and formal needs assessments, case management and supports clients in job search activities including referrals and assistance to those seeking sponsored training or other long term interventions, promoting clients to employers to generate job leads and secure sustainable employment, wage subsidy contracts, unpaid work experiences, community attachment, and on the job training/coaching.

The Employment Counselor/Job Coach is also responsible for staying abreast and following WorkBC Policy and ICM requirements to ensure accurate data entry and record keeping in ICM and collection of statistical information. This position will be responsible for meeting the specific targets and outcomes set by the funders, maintaining consistent records and tracking data to report out on the program participants to both funder and Options Community Services.

#### KEY DUTIES AND RESPONSIBILITIES:

1. Assess clients' eligibility for services and 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. Develop a specific client marketing plan that includes job target, employer targets and marketing strategies.
6. Work one to one with clients to support and strengthen self-marketing approaches including: targeted resumes, cover letters, interviews, and networking.
7. Contact and network with employers to build relationships and generate appropriate

- leads for sustainable employment outcomes and collaboratively work with other community partners to create opportunities for multi-barriered clients to access informational interviews, job shadowing, volunteering and training on the job.
8. Provide thorough on the job coaching and follow-up support to clients and employers to ensure maximum success in reaching 52 weeks of sustained employment.
  9. Organize and participate in community initiatives, meetings, hiring fairs, collaborative events, program marketing.
  10. Open, maintain, and close ICM and physical files/records in accordance to requirements of the funder and Options Community Services (OCS), including data entry corrections, accurate submission of orders, billings, revisions and tracking of outcomes.
  11. Provide reports on services. All narrative and/or statistical reports completed to OCS and generally accepted professional standards, as well as program and/or contract specifications where applicable (i.e. utilizing a format specified by the supervisor, and/or the program's funder).
  12. Meet performance measurement targets, service/intervention level targets and outcome targets.
  13. Participate in team building and share information for program development in case conference and staff meetings.
  14. Build strong connections within the community for the purpose of marketing clients and branding of the program.
  15. Perform other duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training and Experience:**

- Minimum three years' demonstrated experience in employment counseling or post-secondary education or combination of equivalent experience and training, with emphasis in employment counselling with multi-barriered populations.
- 1-2 years of job development/job placement experience with clients with broad range of cultural backgrounds and complex barriers to employment preferred.
- 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.
- Strong links to the business community with a knowledge of the local labour market.

### **Job Skills and Abilities:**

- Ability to work with clients with multi barriers and disabilities utilizing a result- oriented focus combined with patience.
- Comfortable working in a performance based work environment with strong emphasis on sustained employment outcomes.
- Sound understanding of long term interventions including wage subsidy criteria and process for WorkBC and Opportunities Fund.
- Must be independent, self-motivated and have a mature disposition.

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 11/18/2020

OCS Posting #:21683

- Ability to write and format current industry standard resumes.
- Flexible and committed to working in a team to achieve sustainable outcomes and targets.
- Proven ability to meet deadlines and maintain accurate files in a timely manner.
- Ability to identify sensitive issues and maintain confidentiality.
- Competent in relating to a diverse clientele and sincere appreciation for a multi- cultural environment.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Strong ethics around confidentiality.
- Second language is an asset.

**Other Requirements:**

- Valid BC driver’s license and access to a reliable vehicle.
- Must be able to work flexible hours including evenings and weekends

***Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.***

\* An eligibility list will be maintained for up to 6 months. Eligible applicants may be offered a casual position.

**CLOSING DATE:**

**Resumes will be reviewed starting November 25<sup>th</sup> but the posting will remain open until filled and will close without notice.**

**APPLY TO:**

Glynis Soares, Program Manager  
Options Community Services  
Unit 160, 10362 King George Blvd.  
Surrey, BC V3T 2W5  
Email: employmentservices@options.bc.ca

**Please include a cover letter clearly indicating the posting number [#A21683] and outlining your qualifications and related experience for the position.**