

**We're Hiring!**



## CLIENT SERVICES NAVIGATOR

<b>Posting Requisition</b>	<i>22061</i>	<b>Program</b>	<i>WorkBC Employment Services</i>
<b>Job Type</b>	<i>Regular, Full-time</i>	<b>Location</b>	<i>Surrey, BC</i>
<b>Hours of work</b>	<i>35 hours per week</i>	<b>Closing Date</b>	<i>Open until filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

Employment services are available for job seekers at no cost to all residents of Surrey who are unemployed (or working less than 20 hours per week) and are legally entitled to work in Canada. The program offers a wide range of employment services from a well-equipped self-serve resource room to specialized services such as career exploration, funded long/short term training and other financial supports based on eligibility, paid/unpaid/subsidized placements with employers and a variety of tailored services for unemployed individuals. Vocational counsellors are also available to provide tailored services to individuals with disabilities.

The Client Services Navigator (CSN) is responsible for assisting clients in completing online/paper applications for WorkBC services, determining service eligibility, conducting financial needs assessments for job start supports and providing current community resources and support to clients accessing the resource area. The CSN maintains the resource area while tracking stats and doing data entry in ICM, including assisting with 4, 24- and 52-week employment follow-up.

### KEY ACCOUNTABILITIES

- Maintain the resource area ensuring it is clean, safe, welcoming and all equipment is operational. This includes ensuring that the resource area is stocked up with community resources.
- Assess clients' eligibility and assist clients in setting up BCeID accounts and completing WorkBC Services online application and BCEA applications. Schedule clients with Employment Counselors through online portal.
- Meet with new and return clients to administer urgent transportation supports and other job starts supports. Maintain records as needed on ICM.
- Gather and make current resources available to clients, employers and staff, including workplace certification information and process.
- Provide job search assistance to resource area clients (job applications, email set up, resume/cover letter help, etc.)
- Assist with employment follow-up.
- Track and record statistical information as required.
- Manage and maintain website content including: workshop schedule, success stories, job postings, hiring fair posters and resource links.
- Assist with marketing clients and branding of the program.

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## QUALIFICATIONS

### Education, Training, and Experience:

- Completion of Grade 12 and a post-secondary certificate / diploma in Career Development Practitioner (CDP) or Office Administration
- OR
- Completion of Grade 12 and demonstrated experience in:
    - Providing customer service and resolving issues both in person and in a virtual service delivery environment.
    - Working with individuals with complex barriers and a broad range of cultural backgrounds.
    - Conducting and interpreting preliminary client needs assessment; and motivating and supporting client in reaching job sustainment.
    - Competent assessment skills utilizing a comprehensive model, appropriate to the client's needs.
  - Proficiency in Microsoft Office; strong ability to learn new computer software, including ICM.
  - Crises line experience is considered an asset.
  - Preference may be given to candidates with a second language.

### Knowledge:

- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community.

### Skills and Abilities:

- Alert to needs of a performance-based model
- Ability to identify sensitive issues and maintain confidentiality
- Flexible and committed to contributing to a team - 'can do', 'will do' attitude
- 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
- Exceptional communication and listening skills to ensure clients feel respected, heard and supported
- Strong interpersonal skills and confidence in dealing with difficult clients
- Ability to organize and carry out duties with independence and professionalism
- Organized and comfortable working in a multi-tasked, fast-paced environment
- Strong computer skills; Highly experienced in MS Office and navigating the Internet
- Excellent knowledge of using and trouble-shooting a variety of office equipment
- Knowledge of LM trends, job search related resources and other community resources
- Ability to organize and carry out duties of the position with independence and professionalism

## SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

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

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**PLEASE APPLY TO:**

Catherine Saramito, Assistant Manager

Options Community Services Society

Email: [employmentservices@options.bc.ca](mailto:employmentservices@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22061 and outlining your qualifications and related experience for the position]**