

**We're Hiring!**



## EMPLOYMENT COUNSELLOR

|                     |                    |              |                            |
|---------------------|--------------------|--------------|----------------------------|
| Posting Requisition | 22383              | Program      | WorkBC Employment Services |
| Job Type            | Regular, Full-time | Location     | Surrey Newton, BC          |
| Hours of work       | 35 hours per week  | Closing Date | Open until filled          |

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.

The Employment Counsellor/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 Counsellor/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.

### ACCOUNTABILITIES

- 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.
- Administer, monitor and track financial supports and services according to WorkBC policy and eligibility criteria, including job start support, transportation support, food support, grooming kits and other financial supports related to long term interventions.
- Assist clients through the application process for skills training, PBLMT, JCP, wage subsidy, self-employment, and other long term interventions.
- Develop a specific client marketing plan that includes job target, employer targets and marketing strategies.
- Work one to one with clients to support and strengthen self-marketing approaches including: targeted resumes, cover letters, interviews, and networking.
- 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.
- 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).
- Meet performance measurement targets, service/intervention level targets and outcome targets.
- Perform other duties, as assigned.

### QUALIFICATIONS

***We are an equal opportunity employer committed to hiring a diverse workforce***

Posted: 23-Sep-19

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

- Post-secondary education in social services or a related field and a minimum of three years' demonstrated experience in employment counselling. A combination of equivalent experience and training will be considered.
- A Career Development Practitioner certificate is an asset.
- Second language is a strong asset; preference will be given to Pashto, Dari, and Farsi speakers
- Well-developed computer skills in Microsoft Office; strong ability to learn new computer software, including ICM.

### **Skills and Abilities:**

- Comfortable working in a performance-based work environment with strong emphasis on sustained employment outcomes.
- 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.
- 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.
- Crisis Line experience an asset.

### **SPECIAL REQUIREMENTS**

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

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

**PLEASE APPLY TO:** Ferrix Leung, Assistant Program Manager  
Options Community Services Society  
Email: [ferrix.leung@options.bc.ca](mailto:ferrix.leung@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22383] and outlining your qualifications and related experience for the position.**