



## Employment Opportunity

<b>Position Title:</b> WorkBC Client Advisor - Wage Subsidy & Job Development Coordinator <b>Classification:</b> Client Advisor	<b>Position Number:</b> 2019-07
<b>Department:</b> Employment Services/WorkBC <b>Location:</b> Sidney, BC	<b>Days/Hours of Work:</b> Monday – Thursday, 8:30am – 5:00 pm, 30 hours per week
<b>Remuneration:</b> BCGEU Stand Alone	<b>Status:</b> Regular, Part-Time <b>Posting Period:</b> Until filled
<b>Start Date:</b> As soon as possible	<b>Union:</b> BCGEU Stand Alone

### JOB SUMMARY:

We are an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services, including providing training and supports to help job seekers improve employment readiness, find and keep work. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the WorkBC Contract Manager, the Client Advisor for Wage Subsidy & Job Development joins a multi-faceted team who are making a difference in people's lives every day. Case Management involves assessing client needs, determining employment objectives and providing employment supports and services to assist clients achieve those objectives using a client-centered process. This position will be responsible for securing wage subsidy placements and job development with employers for eligible clients.

### GENERAL DUTIES AND RESPONSIBILITIES:

#### Client Advisor

- Develop action plans, determining employment objectives and community attachment services to assist clients achieve those objectives using a client-centered process
- Assess and identify eligibility and suitability for: program financial supports for job search and access to ESC services; supports essential for job start; training-related supports; self-employment supports; and paid and unpaid work experience placement supports
- Support clients throughout the case management process with employment coaching & counselling until service objectives have been met - employment or community attachment
- Provide an appropriate level of support to clients in accessing community resources contained within their action plans such as financial, housing, legal, food, addiction, referrals to appropriate specialized service providers as needed, etc., including following up on referrals where and when required
- Ensure that the client has undertaken labour market research in relation to employment and career goals as needed by assisting the client in accessing and understanding relevant information
- Develop, revise, update, and document progress toward employment and employment readiness objectives and record completion of agreed to services, supports and other employment considerations, activities and tasks
- Liaise with agency partners, service providers, community agencies and employers as required during the course of service provision
- Document all progress in ICM including job leads, job search activities, final negotiations, contact with employers, job duties, hours and rate of pay, equipment and tools required for safety;

**Job Developer Specific Duties & Responsibilities:**

- Work with the Client to establish potential employment opportunities and to develop effective job search approaches and employer networking strategies;
- Provide direct, individualized job marketing to Clients who require this level of intensive support to achieve Labour Market outcomes;
- Meet with employers to provide information about available supports and services as required to effectively support clients and employers in achieving sustainable Labour Market Attachment;
- Review aspects of an existing job and negotiating to adjust the work tasks or job carving in order to create a job suitable for the Client which also meets the needs of the employer;
- Arrange interviews between the employer and the Client that meets the needs of each party;
- Ensure processes are in place to enable individuals to actively participate in the selection of their own job and work conditions;
- Assist Clients to negotiate salary, working hours, job descriptions, and terms and conditions of employment; and
- Utilize effective negotiation strategies that ensures the job duties of the position will meet the needs of both the Client and employer;
- Refine and finalize the job description, duties and tasks to the level required that meet the unique needs of the Client and employer;
- Negotiate on behalf of the Client (to the level required) and in collaboration with employers; and
- Provide individualized supports to clients and employers when clients are not likely to maintain employment independently or with employer support alone;
- Provide ongoing job follow-up and retention services;
- As appropriate, coordinate Unpaid Work Experience Placements.

**Wage Subsidy Coordinator Specific Duties & Responsibilities:**

- Promote or market the concept of paid work experience to employers and eligible Clients
- Provide self-marketing support and individualized assistance to the Client;
- Contact, on a weekly basis, any Client looking for a placement and check the Client's progress;
- Receive applications for placements from Clients and employers; and
- Confirm a suitable wage subsidy work experience placement with an eligible employer;
- Ensure that the employer produces a job description, orientation and training plan that is suitable to the Client's needs and circumstances;
- Assess requirements and negotiate the wage subsidy duration and rate with the employer;
- Enter into an agreement with the Client and the employer that outlines the roles and responsibilities of the Client, employer and EPBC Service Provider.
- Ensure employers meet applicable Ministry Eligibility Requirements.
- Monitor each wage subsidy work experience placement to support Client progress and success, administer Financial Supports and ensure agreement terms;
- Contact the Client and employer at least every six weeks by making at least two on-site monitoring visits during the term of the placement;
- Support and assist Clients and employers to resolve placement issues;
- Review, verify and process employer wage subsidy payment claims according to a schedule agreed to by the EPBC Service Provider and employer;
- Fully document in ICM, any issues identified, the resolution of those issues, and any Services or Financial Supports provided to or for the Client;
- Near the completion date of the work experience placement, meet with the Client and the employer and discuss the outcome of the placement;

- If the Client will be employed by the employer on an ongoing basis, record the Client Outcome and provide the Client with the Follow-Up Services; and
- If the Client will not be employed by the employer on an ongoing basis after the placement is completed, the Coordinator will support the Client in determining appropriate next steps, based on the work placement experience findings.

#### **EDUCATION, EXPERIENCE AND REQUIREMENTS:**

- Post-Secondary education in related field or a combination of education and experience
- Certified Career Development Practitioner (CCDP) Designation preferred
- 2-5 years' experience in wage subsidy work experience placements and job development with individuals that are harder to employ or clients facing multiple barriers to employment
- Minimum two year of experience in marketing of employment programs with employers
- Valid license and vehicle required
- Effectively operate computer applications (e.g., e-mail, word processor, database, spreadsheet) (ICM – Integrated Case Management database system skills preferred)
- WHMIS (may be completed upon hiring)
- Clear criminal record check (Police and Solicitor General)

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- An ability to respect all clients and treat them with dignity
- Excellent interpersonal skills
- Ability to problem solve, work independently as well as part of a team
- Ability to use sound judgement while working under demanding conditions and circumstances
- Ability to maintain good boundaries and adhere to best practices when working with marginalized populations
- Ability to provide clear communication
- Positive and professional attitude
- Strong knowledge of ICM database and WorkBC policies preferred

#### **WE LIVE SAFETY!**

The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

#### **APPLICATIONS:**

All interested applicants can [Apply Now!](#) quoting the position number 2019-07. Please note only those applicants who are selected to continue in the recruitment process will be contacted.