



## Employment Opportunity

<b>Position Title:</b> Client Advisor- for Persons with Disabilities & Customized Employment Development	<b>Position Number:</b> 2019-13
<b>Department:</b> Employment Services <b>Location:</b> Sidney, BC	<b>Days/Hours of Work:</b> Monday – Friday, 8:30am – 5:00 pm, 37.5 hours per week
<b>Salary:</b> BCGEU Stand Alone Grid	<b>Status:</b> Regular, Full-Time <b>Posting Period:</b> Until filled
	<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 and find and keep work. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the WorkBC Manager, the Client Advisor for Persons with Disabilities & Customized Employment 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 the overall case management of individuals who may identify as having a physical, cognitive or mental, sensory, or developmental disability that results in limitations executing tasks or actions related to employment to increase the likelihood that they achieve and maintain Labour Market Attachment.

### DUTIES AND RESPONSIBILITIES:

#### Client Advisor

- Complete a Disability-Related Employment Needs Assessment (DRENA) with Clients when there are indicators that disability-related factors are likely to interfere with the Client in finding or maintaining employment;
- 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
- Refer to appropriate specialized service providers as needed
- 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, etc., including facilitating and 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
- Support clients as needed in accessing other potential employment program options
- 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
- Assist in the delivery of workshop curriculum when required for all EPBC Clients (case-managed and non-case managed) including workshops on job search techniques (resumes, cover letters, hidden job market, interview skills, etc.), career decision making/ planning (identification of suitable employment/career objective, occupational & educational research, etc.), employment maintenance, assessing and developing essential skills (reading, document use, numeracy, writing, oral communication, working with others, thinking, computer use and continuous learning) and assessing and developing life skills (self-esteem, time management, workplace behavior, stress and anger management, etc.)

### **Customized Employment Developer**

- Provide Discovery Profile
- Identify key interests, skills, strengths, ideal employment conditions and contributions the Client may be able to make in Employment or Self-Employment
- Spend time with the Client observing them in both familiar and unfamiliar activities
- Responsible for providing specialized employment services for persons with disabilities
- Provide support to clients to access employment-related aids and devices
- Provide assistance to those individuals with disabilities who are employed but at risk of losing employment because of a disability or must leave their current occupation due to a medical reason
- Provide individualized job marketing to employers
- Arranging interviews and supporting Clients at job interviews, as required, up to confirming Employment or Self-Employment
- Support Clients and Employers to negotiate and finalize terms of Employment or Self-Employment
- Provide Job Coaching/Maintenance and Retention Services, where required
- Document all progress in ICM including job leads, job search activities, negotiations, and contact with employers and Client until the EPBC Service Provider confirms that the Client has a suitable Employment opportunity
- Set up Unpaid Work Experience
- Perform other duties as assigned

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

- An undergraduate degree in related field or considerable experience combined with education (Career Development Practitioner Certificate, Social Services Diploma) in the community, social services, employment/career development field. Customized Employment Development Training Certificate Preferred.

- 2-5 years' experience with individuals that are harder to employ; clients facing multiple barriers to employment
- Experience in identifying, initiating or creating new jobs, carving existing jobs by negotiating to re-arrange work tasks, or creating Self-Employment opportunities specifically customized to the Client's needs, skills, abilities and competencies
- Valid license and vehicle required
- Extensive knowledge of local organizations and resources and labour market trends
- 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

#### **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 2019-13. Please note only those applicants who are selected to continue in the recruitment process will be contacted.