



## Employment Opportunity

<b>Position Title:</b> WorkBC Client Advisor, Intake	<b>Position Number:</b> 2020-017
<b>Department:</b> Employment Services <b>Location:</b> Sidney, BC	<b>Days/Hours of Work:</b> Monday – Friday, 8:30am – 5:00 pm (Alternates one late Monday shift – 11am to 7pm – with other team members)
<b>Salary:</b> \$25.26/hour (As per BCGEU Stand Alone Wage Grid)	<b>Status:</b> Regular, Full-Time
<b>Union:</b> BCGEU Stand Alone	<b>Posting Period:</b> Until Filled

### 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 Contract Manager, the WorkBC Client Advisor, Intake joins a multi-faceted team who are making a difference in people’s lives every day. The objective of all Client Advisors is to assist all eligible WorkBC Clients along the continuum to achieve either community attachment or long-term permanent attachment to the labour market. The objective will be met through case management services of individuals assigned to the Client Advisor. This position would case-manage a part-time caseload and provide intake services to all new WorkBC Clients. Case management involves determining appropriate external assessments, building an Action Plan, determining Clients’ specific goal and providing the relevant employment supports and services required through the use of a Client-centered process.

### CLIENT ADVISOR, INTAKE – DUTIES AND RESPONSIBILITIES:

1. Provide support and guidance to people registering for WorkBC in the resource center by assisting them set up BCEID & Online Employment Services (OES) accounts.
2. Upon their first visit to the WorkBC center, provide preliminary coaching and support to people suspected of mental health or substance abuse concerns through a trauma informed lens by creating a welcoming and tolerant environment, free of prejudice or judgement.
3. Complete a comprehensive Client Needs Assessment (CNA) for all new eligible WorkBC Clients and determine most appropriate referral to other team members or community resources.
4. Refer persons with mental health or substance abuse concerns to a professional specializing in mental health or substance abuse concerns for community attachment.
5. Provide resource and reception coverage from 3 – 4:30 pm each day, Monday to Friday (Work one late Monday as per rotational schedule).
6. Assess and provide eligible self-serve clients with financial supports.
7. Assist clients in self-serve with technical support (using computers, printer, copier, scanner, phone).

## **CLIENT ADVISOR, INTAKE – EDUCATION, EXPERIENCE AND REQUIREMENTS**

In addition to Client Advisor general education, experience and requirements listed below:

- Post-Secondary education in related field (mental health, drug and alcohol or substance abuse) or a combination of education and experience
- Minimum two years' experience in coaching and supporting Clients with mental health, drug & alcohol or substance abuse issues

## **GENERAL DUTIES AND RESPONSIBILITIES:**

WORKBC Case Management is a collaborative process between a Client Advisor and a Client. All Client Advisors' duties and responsibilities include but are not limited to the following:

1. Create an Action Plan which includes the following:
  - Mutually agreed to, individualized plan in which a Client and the WORKBC Client Advisor determine assessments, if and as required, and set employment goals and objectives
  - Summarize and document any steps, services or supports identified as necessary to support employment objectives. Each Action Plan is unique and reflects the Client's strengths, employment considerations and employment service needs
  - A summary that outlines key activities, services and steps agreed to as needed by the Client Advisor and Client to support the Client to achieve Labour Market or Community Attachment. It must include the agreed to schedule of contact. The Action Plan must be signed by both the Client and Client Advisor and confirms their commitment to work collaboratively to achieve the goals in the Action Plan;
  - An Action Plan form in ICM (HR3380) which is populated with selected items from the Service Plan.
2. Provide Ongoing Case management which includes the following activities:
  - Reviewing of activities and results;
  - Monitoring and supporting Client progress;
  - Revising and updating the Action Plan;
  - Contacting Clients on a regular schedule and resolving issues, including attempting to contact Clients who fail to make contact at agreed upon schedule; and
  - Recording results;
  - Reviewing progress against the Action Plan which includes determining if progress is being made as planned/expected and if any revisions or updates to the Action Plan are required.
3. Contact with Clients will be maintained according to an agreed upon schedule, normally every two weeks. All reasonable attempts at contact through various contact mechanisms should be made. By having regularly scheduled Client contact, the Client Advisor will be able to continually monitor the ongoing need for supports.
4. Contact BCEA Employment Obligated Clients minimally once every two weeks to ensure Clients are conducting an active and diligent job search in order to achieve Labour Market Attachment as quickly as possible, and are receiving any needed services or supports assessed as needed, to do so in a timely manner.
5. Provide comprehensive on the job support to maintain Labour Market Attachment at the start of the Client's job placement, or later in a Client's employment when a barrier is identified.
6. Access and refer the Client to appropriate community support and specialized services.
7. Work in conjunction with Wage Subsidy Coordinator/Job Developer/Customized Employment Developer to further determine, coordinate and secure suitable work experience placements and employment.

8. Assess and identify eligibility and suitability for program financial supports for job search and access to WORKBC services, financial supports essential for job start, training-related supports, self-employment supports, and unpaid work experience placement supports.
9. Maintain both a manual and computerized case-management system (ICM) for recordkeeping purposes as required and determine eligibility for financial assistance and administer financial supports as required for specialized services including disability related supports, self-employment, apprenticeship, wage subsidy and skills development interventions; determine level of assistance, administer supports and complete documentation that complies with Service Canada and WorkBC policy and guidelines.
10. Provide Clients with information and referrals to community organizations to address basic needs promoting employment readiness, including financial, housing, legal, food, addiction, etc.
11. Refer Clients to Beacon's WorkBC sub-contracted service delivery partners for specialized assessment (e.g. psychological, vocational, credential evaluation, language) and /or services as required (immigrant, disability, youth and women at risk, substance abuse, etc.)
12. Liaise with employers as required during the course of service provision.
13. Maintain Client, service and statistical data related to the case management process as required by the funder and forward monthly submissions to the Manager using an established reporting format.
14. Attend and participate in team meetings, and all team-related activities and events occurring during scheduled working hours
15. Provide vacation relief for other team members as required; and
16. Perform other duties as required.

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

All Client Advisors' education, experience and requirements include:

- Post-Secondary education in related field or a combination of education and experience
- Certified Career Development Practitioner (CCDP) Designation preferred
- Minimum two years' experience in career development and case management of Clients
- WHMIS Certification (to be renewed annually)
- Clear Police Criminal Record Check

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

- Demonstrate ethical behavior and professional conduct in the fulfillment of roles and responsibilities
- Demonstrate advocacy / leadership in advancing Clients' learning, career development and personal concerns
- Demonstrate awareness / appreciation of Clients' cultural differences to interact effectively with all populations
- Integrate theory and research into practice in guidance, career development, counseling, and consultation
- Demonstrate awareness of his/her own capacity and limitations
- Ability to communicate effectively with colleague or Clients, using the appropriate level of language
- Knowledge of updated information on educational, training, employment trends, labor market, and social issues
- Social and cross-cultural sensitiveness
- Skills to cooperate effectively in a team of professionals
- Demonstrate knowledge of lifelong career development process
- Effectively operate computer applications (e.g., e-mail, word processor, database, spreadsheet)
- Ensures that Beacon Policies and Procedures are followed as well as the operating procedures of the WorkBC Employment Services Centre.

- Adherence to the Canadian Standards and Guidelines for Career Practitioners.
- Participate in quality improvement and evaluation processes implemented by the Employment Services Director and/or ESC Manager.
- Ensure that the rights, dignity and confidentiality of Clients are maintained at all times.
- Ensure the Health and Safety of all Clients throughout the course of working relations.

**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 2020-017. Please note only those applicants who are selected to continue in the recruitment process will be contacted.