

# POSITION DESCRIPTION

<b>Position Title:</b> WorkBC Client Advisor - Labour Market Coordinator	<b>Position Number:</b> 2020-073
<b>Department:</b> Employment Services	<b>Work Site:</b> Sidney
<b>Reports to:</b> WorkBC Contract Manager	<b>Days/Hours of Work:</b> 4 days/week 30 hours/week, 8:30am-5:00pm (Days/Hours subject to change based on operational demand)
<b>Union:</b> BCGEU Stand Alone	<b>Date Reviewed:</b> September 1, 2020

## JOB SUMMARY:

The Labour Market Coordinator for the WorkBC program works in accordance with the mission, vision and values of Beacon Community Services.

The Labour Market Coordinator provides individualized services to clients requiring job development, job coaching and job sustainment services, activities and supports to clients who have secured employment or community attachment. Job sustainment services may be initiated at the start of a Client's Employment or Community Attachment, or later, when a need is identified.

## DUTIES AND RESPONSIBILITIES:

1. Gather employment documentation from Clients such as Employers' Letters of Employment or Employment Contracts, or Client's written attestation that stipulate:
  - a) Employer Business Name
  - b) Supervisor/Manager Name
  - c) Position Title
  - d) Start Date
  - e) Rate of Pay
  - f) Start Date
  - g) # of Hours/Day
  - h) # of Days/Week
2. In the following priority order, gather a) pay stubs or b) written attestation from Clients or c) verbal confirmation from Client to confirm the Client has successfully maintained accumulated employment of each milestone (4, 24, and 52 weeks)
3. Complete ICM Data Entry for Employment History and other related data required as determined by Ministry i.e. EI Eligibility
4. Enter employer data, including job opening details into customized employment services database
5. Assisting Clients to resolve any issues that may impact their ability to maintain employment
6. Providing and/or arranging for on-site job supports and resources as required such as adaptive aids, learning aids and other resources to support the Client's Employment or Community Attachment
7. Coordinate the provision of essential work clothing or equipment required by Clients as a condition of employment
8. Providing Job Development services by working with specific clients and employers to establish potential employment matches
9. Looking at the 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

10. Providing Job Coaching with a goal to reducing dependency on ongoing job coaching, and moving the Client to independence
11. Working with Clients' support system (family, friends, colleagues, other support people/networks) where requested to help with long-term job retention
12. Additional services as required by the Client to ensure success in their employment, work experience or volunteer position
13. Meeting with employers to provide information about available supports and services as required to effectively support clients and employers in achieving sustainable labour market attachment
14. Inform client and employers of available support e.g. Wage subsidy
15. Determine adjustments that participants may need on the job to successfully maintain employment
16. Solicit unpaid work experience placements
17. Facilitate/Moderate in-person and/or online workshops as required
18. Update Social Media/Virtual Job Board as required
19. Other duties as required

**EDUCATION, EXPERIENCE AND REQUIREMENTS:**

- Post-secondary education in related field preferred
- Certified Career Development Practitioner (CCDP) or similar accreditation preferred
- Minimum 3 years' experience working in employment services or programming with barriered clients
- Minimum 3 years' experience marketing individuals to employers for work experience, wage subsidy or job development
- Demonstrated experience in marketing, sales, customer service skills
- Demonstrated experience providing services and supports to clients with complex and/or multiple barriers
- Experience working as part of a team, including well developed communication and conflict resolution skills
- Aware of national and local labour market and employment opportunities
- WHMIS Certification (to be renewed annually)
- Clear Police Criminal Record Check
- Valid Driver's License & Vehicle

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Excellent communication skills
- Good organizational skills
- Meeting the needs of others
- Initiative
- Sound judgement
- Results driven
- Solid MS Office skills, (Word, Excel, Powerpoint, and use of databases)
- Ability to use various forms of social media outlets

**WE LIVE SAFETY!**

Worker, volunteer and client safety is a priority and a responsibility of everyone at Beacon Community Services. The commitment to continuously improving safety is essential to all aspects of this position. Through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees, Beacon Community Services will promote healthy and safe working conditions and attitudes as integral parts of its operations.

**APPLICATIONS:**

All interested applicants can [Apply Now!](#) quoting the position number 2020-073. Please note only those applicants who are selected to continue in the recruitment process will be contacted.