



Internal/External Job Posting

Customized Employment Specialist

WorkBC Programs

Delta & Cloverdale

POSITION: Customized Employment Specialist

DEPARTMENT: Employment, Language, and Social Enterprise Services

POSITION FUNCTION:

Under the direction of the WorkBC Centre Customized Employment Coordinator, the Customized Employment Specialist is responsible for building lasting relationships with local employers, creating work experience opportunities that lead to long-term sustainable employment opportunities for clients living with disabilities. The Customized Employment Specialist will work collaboratively with the WorkBC Client Services Team to support clients towards a successful job attachment outcome.

MINIMUM QUALIFICATIONS:

- Post-secondary degree, certificate or diploma in adult education, counselling, psychology, social work, adult learning, human services, or a combination of training and two or more years of experience in:
 - Assessing complex client needs in specialized areas, such as physical limitations, developmental disabilities, mobility skills, and cognitive, social and emotional barriers;
 - Interpreting clinical assessments; and
 - Delivering customized employment, job coaching and job development services;
- Knowledge of the Employment Insurance Act, BC Employment and Assistance Program, and WorkBC Employment Program policies
- Driver's license and access to reliable transportation with the ability to travel within Lower Mainland required
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- Excellent interpersonal verbal and written communication skills
- Strong group and one-on-one facilitation skills on employability and job search skills, and career exploration and development
- Experience providing customer service and resolving issues both in person and in a virtual service delivery environment
- Working knowledge of existing programs and services, community resources, and local labour market conditions
- Experience building partnerships with employers, community agencies and other stakeholders to facilitate client job placement

- Ability to work cooperatively in a team environment
- Strong organizational and time-management skills
- Proficient in Microsoft Office software such as Word, Excel, Access, Outlook, Teams, and Integrated Case Management system (ICM)
- Tactful, discreet, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgement in decision-making

BONUS SKILLS/CERTIFICATIONS:

- Career Development Practitioner certified will be considered an asset
- Proficiency in a second language will be considered an asset

DUTIES OR RESPONSIBILITIES:

- Understand the WorkBC program service policies and contractual obligations and understand the role of a Customized Employment Specialist plays in achieving the goals (i.e. KPMs and contractual outcomes).
- Work collaboratively with Specialized Employment Counsellors and Employment Skills Facilitators in understanding clients’ needs and occupational goals and implement strategies to secure employment
- Complete Discovery Profiles to outline various aspects of client’s support network, home life, interests, skills, and potential accommodations, via home visits and other methods
- Review and interpret specialized assessments to determine factors considered when finding a job placement for the client; understand the accommodations required by the client in a workplace; use this information to negotiate employment conditions with the employer and the client.
- Secure placement opportunity for clients by screening clients, referring resumes to employers, following up to ensure successful placement or to solicit feedback from employers.
- Provide one-to-one job sustainment support to clients; services include on-the-job coaching, relaying employer feedback and/or worksite visits.

HOURS: 35 hrs per week

STARTING PAY: Annual salary commensurate with the level of experience and qualifications

We offer a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

RESUMES TO: MOSAIC

Please apply via email to employmentprograms@mosaicbc.org

In the subject line of your email, please type:
“Your Name – Customized Employment Specialist, Cloverdale and Delta locations.”

Please submit a cover letter and resume in PDF/Word format.

DEADLINE: Until Position is Filled

NOTES: Only those selected for an interview will be contacted. Before applying, you must be legally permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of this position.

POSTING DATE: June 23, 2022



MOSAIC is committed to promoting equal employment opportunities for all members of the community