
Position Title:	Career Advisor – WorkBC- (18 Month Maternity Leave Replacement)
Department:	Employment
Reports to:	Employment Services Manager

Summary

Impact North Shore understands the importance of labour-market attachment for immigrant settlement and integration. Under the general supervision of the Employment Services Manager, the Career Advisor is responsible for working closely with job seekers to obtain employment or community attachment. Duties performed include supporting clients to assess service suitability, implementing an Employment Action Plan, and becoming job-ready. The Career Advisor supports clients with achieving their employment goals by referring them to WorkBC interventions, such as skills training, short-term skills training, employment workshops, self-employment programs, job development, wage subsidy, etc. Career Advisors provide coaching, facilitate employer connections to secure and maintain employment, and monitor and support job maintenance.

Key Responsibilities

- Work with clients to achieve labour market or community attachment, including addressing any client barriers and building on client strengths through an integrated case management model
- Meet with clients (in person, via telephone, and virtually) to identify interests, skills, suitability, and job readiness and refer to appropriate WorkBC interventions as relevant
- Conduct the Client Needs Assessment (CNA) using a variety of assessment tools and facilitates the development of realistic employment action plans with clients
- Assist clients in becoming job-ready by exploring education, self-employment, short-term training, wage subsidy and other training options and prepare Occupational Skills Training applications for approval
- Provide supportive counselling and behavioral management techniques to assist clients in establishing strategies to seek, obtain, and maintain employment
- Refer to other programs and services, as required, and provides information regarding available community resources
- Develop and monitor return to Work Action Plans with clients
- Provide coaching in employment-related areas such as work skills, job search skills, resume, preparation, and interview skills
- Facilitate 1-1 workshops and provide coaching using various methodologies, including virtual learning to strengthen employability skills
- Follow up with employers and clients to ensure work experience/community attachment, employment placements are established and monitor outcomes
- Report client progress and milestones through the Integrated Case Management (ICM) database
- Secure success stories from clients to be used to support the future promotion of WorkBC programming
- Work within government compliance regulations and ensure file consistency

Job Posting

- Work as part of a team to deliver a comprehensive employment program designed to meet the individual needs of all clients, including those of specialized populations
- Work within an outcome-based contract and support clients to achieve outcomes
- Stay informed of ministry policies, procedures, and notifications regarding service delivery approaches, ICM updates, and other directives
- Assist clients in accessing workshops and monitor attendance
- Keep abreast of labour market trends, employment issues, community resources, job training, and employment opportunities
- Work closely with the lead contractor's Quality Assurance team and the Manager to ensure accuracy in data entry and service delivery
- Other duties as assigned

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies
- **Engagement.** Shows passion for the job and the mission of Impact North Shore
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards

Qualifications

- Ability to speak, read, and write in fluent English with fluency in Farsi
- Bachelor's degree in the field of career counselling, education, social work, or a combination of relevant work and experience
- CCDP, CDP, or CMPP Certification is an asset
- 2 years' experience in career counselling and an ability to work in a performance-based contract
- Familiarity with the Integrated Case Management Database and WorkBC policy guidelines is a strong asset
- Up to date with the current labour market trends, employment issues, and latest job search, career exploration/labour market practices

Job Posting

- Ability to establish and maintain rapport and motivate clients and/or program participants to learn skills and acquire employment
- Ability to meet deadlines, respond to shifting priorities, and work under pressure
- Strong organizational skills, detail-oriented, and able to effectively manage time
- Ability to work in a team environment, as well as a capacity to self-motivate and work independently
- Excellent knowledge of Outlook, Microsoft Office Suite, Teams, Zoom and ability to learn and adapt to new technologies required for excellent service delivery
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours as needed
- Strong writing skills to support client/service rationale and service referral/delivery

Additional Information

- **Hours:** 35 hours / week (schedule may vary)
- **Work Environment:** This is an in-office role.
- **Salary Range:** \$26.00 - \$29.00 per hour dependent on experience
- Posted until filled. Resumes reviewed upon submission
- Email cover letter and resume to: hr@impactnorthshore.ca
- **Subject Reference:** WorkBC Career Advisor

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted. No phone calls please.