



Employment Counsellor - WorkBC, Vancouver Northeast

Employment, Language, & Social Enterprise · Vancouver, British Columbia

MOSAIC operates on the traditional and unceded Coast Salish Territories, the ancestral lands of the *skwxwú7mesh* (Squamish), *selíl̓wítulh* (Tsleil-Waututh), *xʷməθkʷəy̓əm* (Musqueam), *qíqéyt* (Qayqayt), *scəwaθən məsteyəx* (Tsawwassen), *kʷikʷəl̓əm* (Kwitwetlam), *qícəy* (Katzie), *qʷa:n̓əl̓ən* (Kwantlen), SEMYOME (Semiahmoo) and Matsqui nations where we are privileged to carry out our mission.

WHY YOU SHOULD WORK WITH US:

[MOSAIC](#) is one of Canada's largest settlement non-profit organizations. Our newcomer services change the lives of immigrants, refugees, and individuals from diverse backgrounds in Greater Vancouver and throughout BC. For the past 45 years, MOSAIC has worked to strengthen communities by advocating for positive changes and supporting newcomers in building their new lives in Canada. As an employer we are committed to fostering a diverse and inclusive workplace where employees can trust that their skills and contributions are valued. We advocate for and promote equitable employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientation, gender identity or expression (2SLGBTQI+), and racialized individuals. We have been recognized in the [2019 List of Best Workplaces™ in Canada \(100-999 employees\)](#), the [2020 list of Best Workplaces Managed by Women](#) and [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. Our employees benefit from many diverse perspectives, taking part in training opportunities for career growth.

JOIN OUR TEAM!

We are looking for a motivated Employment Counsellor to join our Vancouver Northeast WorkBC team!

POSITION FUNCTION:

As the **Employment Counsellor**, you will deliver comprehensive career development services for all clients seeking occupational, certification, career development, career planning, training, and academic upgrading assistance. This position supports a full range of WorkBC employment services. In the role of **Employment Counsellor**, you will mitigate any barriers to employment and implement an appropriate course of action based on your clients' needs. Although the primary duties described outline the core work, adaptability to meeting other service needs as they emerge will be required.

KEY RESPONSIBILITIES:

- Assess potential clients' program eligibility for the WorkBC program and refer ineligible clients to other appropriate community resources
- Interview clients and conduct a needs assessment (CNA) to understand their strengths, needs, abilities, skills, and other relevant employment-related factors to determine their employment readiness and service needs
- Develop and revise action plans for clients, collaborating with clients to agree on their objectives, services, activities, and tasks
- Support clients to develop a job search plan, complete their job search activities including job interview preparation
- Maintain excellent working knowledge of local labour market trends, community resources, the needs of job seekers and employers, and effective ways to bridge their respective needs

MINIMUM QUALIFICATIONS:

- A post-secondary degree, certificate, or diploma in a relevant field (human resources management, career development, counselling, social work, psychology, adult education), or completion of course work in related fields, or 2 or more years of demonstrated experience in:
 - Working with individuals with complex barriers and a broad range of cultural backgrounds
 - Job coaching, counselling, or mentoring clients
 - Conducting and interpreting clients' needs assessments
 - Implementing action plans and monitoring progress to help clients achieve sustainable employment
 - Providing excellent customer service and resolving issues both in person and in a virtual service delivery environment
 - Building partnerships with employers, community agencies and other stakeholders
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- Able to build rapport with clients
- Excellent interpersonal and written communication skills
- Ability to work cooperatively in a team environment
- Proficiency in Microsoft Office suite, Teams, database software, and able to operate standard office equipment
- Excellent problem-solving, collaboration and organizational skills
- Tactful, discrete, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgement

BONUS SKILLS/CERTIFICATIONS:

- Career Development Practitioner certified will be considered an asset
- Ability to speak a second language will be considered an asset
- Experience with Integrated Case Management (ICM) system will be considered an asset

HOURS: Full-time (35 hours per week). 2 positions available. One is on a permanent basis, one is a 6-month contract position with possibility of extension/conversion to full-time.

Candidate must be able to commute to WorkBC Vancouver Northeast.

BENEFITS:

A competitive benefits package is provided with contracts of at least 1 year in length and which offer a minimum of 17.5 hours of work per week.

DEADLINE: Ongoing until filled.

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted.

IMPORTANT NOTES:

- 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.
- We are committed to creating a safe and healthy working environment for our employees. MOSAIC employees are expected to adhere to several policies and procedures such as *Right to a Respectful Workplace*, *Code of Conduct*, and *COVID-19 Vaccination*.