



## **EMPLOYMENT COUNSELLOR - SURVIVORS OF VIOLENCE AND ABUSE**

**Full-time Contract to March 31, 2019**

**Location: Richmond, BC**

Position may lead to a permanent position pending the outcome of the WorkBC Request for Proposals ON-003218.

Agora Employment Essentials (Agora)<sup>1</sup> provides a diverse range of employment and professional development services in the Lower Mainland of British Columbia. Agora has contracted with Back in Motion in Richmond to provide comprehensive employment services to residents of the community.

### **JOB SUMMARY:**

Reporting to the Agora Director of Employment Services, and under the direction of the WorkBC Manager and with the support of the Job Developer and Client Success Coach, the Employment Counsellor provides all aspects of career advising services to clients with varying levels of labour market attachment and/or barriers to employment.

The Employment Counsellor assesses client eligibility, develops an individualized service plan, and monitors and coordinates employment or community attachment services. The Employment Counsellor will facilitate group workshops, and will enhance the ESC established program to encourage client participation.

### **RESPONSIBILITIES**

1. Develop respectful, collaborative relationships with clients using a client-centred and learning-outcomes focused approach
2. Conduct formal needs assessments through a structured interview process to cooperatively identify and prioritize issues that are keeping the client from achieving employment
3. Develop personalized plans that address the client's needs and make use of the targeted services available within the ESC
4. Monitor client progress by reviewing activities, learning outcomes, and results on an agreed upon schedule.
5. Review, revise and update action plans as necessary to enhance self-sufficiency and sustainable labour market attachment
6. Ensure the client achieves employment (or community attachment) in a timely manner according to our contractual agreement
7. Utilize the integrated case management system (ICM) to capture client data, maintain and close client files, and to evidence qualitative and quantitative outcomes.
8. Uses the Job Seeker/Searchable Database tool to support clients in creating profiles and match candidates to applicable opportunities

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<sup>1</sup>Agora Employment Essentials is a division of MCC Community Enterprises Inc., a company wholly owned by Mennonite Central Committee, British Columbia (MCC BC). MCC BC is a not-for-profit society with charitable status incorporated in British Columbia and forms part of the worldwide ministry of Anabaptist churches working in the areas of disaster relief, sustainable community development and justice and peace making. For more information about MCC BC and MCC worldwide visit <http://bc.mcc.org> and <http://mcccanada.ca>

9. Develop and support sustainable competitive employment opportunities based on Client's work experience, skill sets and employment goals.
10. Achieve Centre performance measures as set out by the Centre Manager
11. Write accurate client progress notes and follow up reports
12. Make referrals to specialized assessment providers as required
13. Provide day-to-day case management and administrative duties pertaining to the client, including documentation of actions and progress, report writing, and ensuring timelines and targets are met.
14. Familiar with EI and BCEA application procedures, and basic eligibility criteria.
15. Familiar with other provincial and federally funded employment programs, existing community supports and availability of funding sources.
16. Maintain relationships with other community service organizations to help clients navigate services.
17. Determine client need and eligibility and administer financial supports
18. Complete necessary documentation and prepare financial reports as required
19. Works as part of a team within the ESC to create and deliver activities pertinent to the goals.
20. Facilitate group workshops.
21. Additional duties as assigned by the WorkBC Manager.

## **MINIMUM EXPERIENCE AND QUALIFICATIONS**

1. Demonstrate a commitment to the mission and values of MCC Community Enterprises
2. Minimum 3 years of experience providing case management services to survivors of violence, coaching and mentoring clients; conducting and interpreting Client Needs Assessments; motivating and empowering them to make their own decisions.
3. Bachelor's degree, certificate or diploma in Adult Education, Career Development, Psychology, Human Resources, Sociology or equivalent combination of education and experience. A Life Skills Certificate and/or coaching training an asset.
4. Knowledge of abuse issues, with experience in providing a safe and positive environment for individuals.
5. Experience in working with individuals with complex barriers and a broad range of cultural backgrounds;
6. Strong knowledge of Microsoft Office Suite
7. Proven ability to deliver results when working within a team

## **SPECIFIC SKILLS IN THE FOLLOWING ARE REQUIRED**

1. Able to establish and maintain productive counselling relationships with clients
2. Skilled at assessing personal characteristics (interests, values, aptitude, personality traits); learning style; vocational identity; conditions of the work environment (tasks, expectations, norms, and qualities of the physical and social settings); as well as career development learning needs
3. Can identify and select counselling techniques appropriate to the client's goals, skills and needs
4. Skilled at assisting clients to develop employability and job search skills
5. Excellent written and verbal communication skills
6. Excellent time management and organizational skills

## **Application Process**

- Email resume and cover letter to: John Dawson, Director of Employment Services, [jdawson@mccce.ca](mailto:jdawson@mccce.ca)
- Closing date: Open until filled. Interviews will commence the week of December 17, 2018

*Agora reserves the right to determine which, if any applicants will be contacted.*