



## **Employment Counsellor**

### **Specialization: Persons with Multiple Barriers to Employment**

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 *MOSAIC* in Cloverdale, South Surrey and Delta to provide comprehensive employment services to residents of the community.

#### **Summary**

Under the direction of the WorkBC Centre Manager and with the support of the Job Developer, the Employment Counsellor assesses client eligibility, develops an individualized service plan and monitors and coordinates all relevant employment and/or community attachment services for each client.

#### **Scope of Position:**

This Full Time (35 hr/wk) Employment Counsellor position reports to the WorkBC Centre Manager, in addition to reporting to the Agora Director of Employment Services.

An employment counsellor is responsible for supporting clients' employment aspirations; duties include assessing clients' employability and financial needs, developing an action plan, and monitoring and following up with clients until a successful job attachment outcome is achieved.

CLOVERDALE 17700 56th Avenue, Surrey

SOUTH SURREY / WHITE ROCK: 1688 152<sup>nd</sup> Street, Surrey (152<sup>nd</sup> St. and 16<sup>th</sup> Ave)

---

<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>

## **DUTIES:**

1. Intake: Assesses potential clients' program eligibility for the WorkBC program and provides service information to clients. Assists clients to navigate between programs and services, and refers ineligible clients to other appropriate community resources.
2. Case Management: Conducts Client Needs Assessment (CNA) and employment support services, including Work Experience, Skills Enhancement, Job Search and Job Sustainment.
3. Understanding the WorkBC program service policies and contractual obligations, and the role an Employment Counsellor plays in achieving these goals (i.e. KPMs and contractual outcomes).
4. Maintains and monitors client progress to successful job attachment outcomes by building a strong rapport with clients; documents client activities in program database, provides on-going client support, and conducts routine follow-up to a minimum of 24 weeks.
5. Maintains an 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.
6. Attends and takes an active role in participating in program, departmental and all-staff meetings, including team meetings and case conferences.
7. Provides backup for Job Developers and undertakes other duties as requested by the supervisor.
8. Supports the team with program policy interpretation as well as developing strategy/process in improving contractual outcomes and achieving client success.
9. Reviews occupational and self-employment training packages.
10. Plays the role of Subject Matter Expert (SME) in serving one or more Client Inclusion Group(s).
11. Supports WorkBC Employment Services Centre manager/coordinator in onboarding new Employment Counsellors and/or other new staff members.
12. Assists in resolving client complaint and assist in managing aggressive clients.
13. Takes on the Acting Coordinator/Manager role when needed.

## QUALIFICATIONS

### Minimum Qualifications

A post-secondary certificate, degree or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management) or demonstrated experience in:

- Conducting and interpreting Client needs assessments,
- Coaching and mentoring Clients,
- Working with individuals with complex barriers and a broad range of cultural backgrounds
- Building partnerships with community agencies, employers and other stakeholders
- Providing customer service and resolving issues both in person and in a virtual service delivery system
- Current and satisfactory Criminal Record Check is a requirement.

### Additional Qualifications:

- Strong interpersonal, cross-cultural communication skills; patience, tact, flexibility and an ability to build rapport with clients.
- Proficient knowledge of the WorkBC Integrated Case Management tool
- Good working knowledge of existing programs and services, community resources, and local labour market conditions.
- Familiar with standard office equipment and skilled in the use of word processing software, the Internet, and e-mail.
- CCDP designation (Certified Career Development Practitioner) or RRP (Registered Rehabilitation Professional) designation or in process of being certified.
- Additional years of experience within the WorkBC framework serving Client Inclusion Groups (indigenous, youth, youth at risk, person with disabilities, persons with multiple-barriers to employment, Survivors of Violence and Abuse, immigrant and refugee clients). In the context of newcomers, an additional language capability is usually required.
- Managing a large caseload while balancing between client services and outcome targets.

- Interpreting WorkBC program policies accurately and providing training to junior staff in policy interpretation.
- Coaching and supervising junior staff on client case management delivery; encouraging and motivating a diverse team
- Connecting policy understanding with strategies and processes that leads to improved client success and contractual outcome.
- Advanced experience in using the WorkBC Program database and ability to translate ICM user experience into processes leading to improved KPM results.

**Application Process:**

- Email Resume and Cover Letter to: Director of Employment Services, MCC Community Enterprises, [jdawson@mccce.ca](mailto:jdawson@mccce.ca)
- Indicate in which of the catchments you are willing to work.
- MCC Community Enterprises has a competitive salary and benefit package.

**Closing Date:** February 22, 2019

**Anticipated Start Date:** April 1, 2019

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