

North Island Employment Foundations Society
Job Description – Client Advisor

Job Summary: Deliver Employment services as mandated by Ministry of Housing and Social Development. Provide support to clients accessing drop-in services with NIEFS Work Support Centre and conduct needs assessment interviews and make referrals to support these clients in their work transitions. Support may also involve facilitating Work Support Centre, Employment Services Information and Return to Work Action Plan orientations, or other employment sessions. Services have been targeted for insured participants, youth, displaced resource workers, persons with disabilities, immigrants, Aboriginal people and people living in rural and remote communities on Northern Vancouver Island. The position is based with NIEFS Campbell River Employment Service centre.

Reports to: EMPLOYMENT SERVICES Team Leader

Key Duties and Responsibilities:

- Complete client needs assessment interviews. Review initial client self-assessment surveys. Identify employment barrier(s) and determine what the appropriate next step is for the client.
- Assist clients when necessary in the use of resources in the Work Support Centre
- Provide support and assistance to drop-in clients of the Work Support Centre in accessing job postings, using the computer lab, word processing, Internet, occupational information, academic/re-training information, etc.
- Assist clients in resume and cover letter preparation.
- Assist clients to locate employers in the community that are suitable for clients' abilities and interests for either paid or volunteer work.
- Maintain the print and video resource libraries in the Work Support Centre.
- Maintain the Job Board and current listings, as well as the resume bank and message service.
- Assist with compilation and updating of local labour market information.
- Ensures the Work Support Centre is tidy and organized.
- Maintain security precautions and routines of the Work Support Centre.
- Present, maintain and update information included in Employment Information Sessions. This information may be presented via a group session, a touch screen computer, web-based, or in a one-to-one meeting.
- Maintain communication with other staff to facilitate client service.

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- Administer data management and reporting systems according to procedures associated with government re-training programs/services and NIEFS.
- Assist in the maintenance of up-to-date case management files. File management responsibilities include maintenance of hardcopy documents (intake forms, eligibility reports, service summary records) and client database records (service intervention notes, Contact 4 records).
- Prepare and submit participant information and statistics upon request (including client “success stories”).
- Perform other related duties as required.

Qualifications:

- A diploma or certificate in Career Development
- A diploma or degree in counselling, human resources, social services, education or other related education at the post secondary level
- 3 years previous experience with direct service or program delivery in the community social services sector.
- Certification as a Career Development Professional is preferred
- Equivalent experience and skill development will be considered.

Job Skills and Abilities:

- Excellent written and verbal communication skills.
- Effective interpersonal and team work skills.
- Effective organizational and time management skills.
- Able to effectively facilitate groups.
- Ability to effectively manage and adapt to rapid, ongoing change.
- Knowledge of theory, principles and practices of career development
- Knowledge of theory, principles and practices of group learning processes and facilitation
- Conducts self and work in an ethical and professional manner.
- Ability to apply current theory, principles and practices in the field.
- Demonstrated knowledge of community services, resources & programs
- Ability to identify client eligibility for federal, provincial and community-based programs and services