



Employment Counsellor – Campbell River

North Island Employment is currently accepting applications for a full-time, in-office Employment Counsellor in our Campbell River office. This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization! As a diverse and inclusive employer we are always open to hearing from anyone interested in the great work we do with our clients and the community!

Who we are...

Connecting people with work since 1986. With 35 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include Business of the Year (26-49 employees) and Diversity Leadership at the Campbell River Chamber of Commerce Business Awards of Excellence along with provincial recognition as Career Development Organization of the Year by the BC Career Development Association and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

Why Campbell River...

Voted one of the Best Cities for Work in B.C. by BC Business magazine in 2018 and surrounded by majestic mountains and spectacular views of Discovery Passage, Campbell River offers a rare combination of a welcoming small town feel with large city amenities. From summer markets and events in Spirit Square to a very active arts and culture community to year-round world class recreational opportunities and truly affordable housing options, the Campbell River lifestyle is unparalleled.

The community is served by a brand new hospital, ferry terminal to the Discovery Islands, Campbell River Airport (YBL) with daily flights to Vancouver in 35 minutes, municipal broadband infrastructure, a School District with innovative programs, and North Island College that boasts over 70 programs in seven areas of study.

Check out all the great things Campbell River has to offer by visiting:

<http://www.campbellriver.ca/discover-campbell-river> or <https://www.campbellriver.travel/>

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage clients and keep them engaged through your work with them whether 1-1 or in a group setting.
- You love learning and aren't afraid to ask questions.
- You are organized and have the ability to consistently manage your time.
- You love to learn new technologies, programs, and policies.
- You have excellent data management and documentation skills.
- Your collaborative approach to the team you work with make people want to work with you.

The Role...

The Employment Counsellor/Employment Skills Facilitator position reports to the Regional Manager, Client Services and provides case management employment services to unemployed and/or underemployed people including: formal employment needs assessment, action plan development, facilitation, ongoing monitoring and support, and job maintenance and retention to a diverse range of clients. This position is responsible for achieving sustained employment outcomes by utilizing various service delivery channels including Virtual and WorkBC Centres and uses a client centered approach to identify strengths, skills and abilities and addresses barriers to effective achievement of employment and/or community attachment goals. This position is responsible for taking personal initiative for staying up to date and following WorkBC Policy and ICM requirements to ensure accurate data entry and documentation standards.

Key Duties and Responsibilities

- Assess the employment needs, challenges and strengths of clients using an employment readiness framework and relevant assessment tools to determine appropriate services to support the client to achieve and maintain sustainable employment.
- Assess the eligibility and need for financial supports for job search, program participation, job start and sustainment activities.
- Assess and refer clients in need of diagnostic and disability supports and other specialized services.
- Work closely with clients to assess and determine suitable, realistic and sustainable career goals.
- Assist clients with referrals to appropriate community resources.
- Work with clients to develop a realistic action plan to achieve and maintain employment.
- Refer clients to appropriate workshops and provide 1-to-1 employment sessions when appropriate.
- Prepare rationales for referral to services like Training, Self-Employment, Wage Subsidy, Job Creation Partnerships etc.
- Manage a varied and complex case load.
- Monitor each client's progress (minimum 52 weeks) through ongoing scheduled contact, follow up services and post-service communications to monitor job sustainment by providing ongoing contact until client is employed and Action Plan is complete.
- Maintain up-to-date and accurate electronic case management files using integrated case management system.
- As part of rotating coverage in the Resource Area, assist clients with accessing the Online Employment Services portal and in finding necessary resources and provide support and assistance to self-serve clients accessing job postings, using the computer lab, word processing, Internet, occupational information, academic/re-training information, etc.
- Facilitate group-based and 1-1 employment related workshops (i.e. resume building; cover letters; interview skills; labour market information, essential skills etc.).

- Assist with community networking (i.e. building lines of support and making cross-referrals with other social and educational agencies).
- Other duties as required.

Key Competencies:

- **Values.** Behaves consistently with clear personal values that complement NIEFS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client-centered workplace committed to maintaining privacy and confidentiality.
- **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 ever-changing demands of clients, funders, employers, and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the job and the mission of North Island Employment.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.

Qualifications – Knowledge, Education and Experience

- 3 years' experience working as an Employment Counsellor and/or Employment Skills Facilitator in the employment services industry (or similar industry) working with a broad and diverse range of clients including those with complex barriers both in-person and through virtual services.
- Experience conducting and interpreting client needs assessments and creating action plans.
- Experience facilitating group based workshops.
- Experience coaching and mentoring clients.
- Experience working with scheduling and case management databases.
- Proficient using technology and computer skills associated with group facilitation, case management and job search including internet, email, smart phones, MS Office Word, PowerPoint or other presentation software.
- Advanced keyboarding skills and ability to type a minimum of 40 words per minute.
- Certification as a Career Development Professional (CCDP) or actively working towards certification.
- 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 resource management).
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

How to apply...

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

Applications will be accepted on an ongoing basis until the position is filled and for consideration for future openings.

Please address all applications to:

North Island Employment
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