



Job Developer/Customized Employment Specialist – Campbell River

North Island Employment is currently accepting applications for a full-time Job Developer/Customized Employment Specialist to work with a range of clients with diverse abilities in our Campbell River office and in the community. This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization and work closely with the business community to help connect job seekers with sustainable work opportunities! 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 and Diversity Leadership by the Campbell River Chamber of Commerce; twice being recognized 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 affordable housing options, Campbell River is unparalleled.

If you are looking for a change in lifestyle then Campbell River and the North Island won't disappoint!

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 with a diverse range of abilities and multiple and complex barriers to employment.
- You develop rapport with people easily from all backgrounds and communicate effectively
- You are passionate about supporting people find meaningful employment and/or community connections that build confidence in their abilities.
- You are organized and have the ability to consistently manage your time and a complex case load.
- You love to learn new technologies, programs, and policies.
- You are solution-focused with a creative mindset and enjoy applying diverse approaches to connect clients to meaningful work.
- You have excellent data management and documentation skills.
- You understand the challenges encountered by area employers and are keen to support
- Your sense of humor and collaborative approach to teamwork makes people want to work with you.
- You are flexible and comfortable working in community within workplace settings to provide coaching and support.

The Role...

The Job Developer/Customized Employment Specialist position reports to Regional Manager, Client Services and provides a range of specialized services directly associated with employment strategies for a range of clients with complex barriers to employment and diverse abilities. This includes the full range of case management services to improve, maintain, and sustain a client's employability and involvement in employment-related activities, supporting client employment readiness, marketing clients to employers and working intensively to develop meaningful customized work opportunities. This position is responsible for supporting people to achieve **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:

- Manages a complex caseload with a diverse range of clients who have complex employment needs including those mandated by the Ministry to participate;
- Works collaboratively with members of the Client Services team to deliver appropriate and coordinated Job Development and Customized Employment services relevant to client needs.
- Completes informal and/or formal assessments to develop a person-centered plan;
- Completes client needs assessments, to determine client service needs and identification of specialized services requirements;
- Work closely with clients to complete community-based Discovery assessment activities and develop a profile to support vocational planning and customized employment development.
- Works with the client to develop an appropriate Action Plan;
- Refers clients to appropriate specialized assessments as needed;
- Supports clients to connect to appropriate community and work experience opportunities
- Engages with and works collaboratively with other service providers to support integrated and appropriate service delivery
- Writes rationales for specialized services and supports
- Refers to and delivers appropriate workshops, programs and services;
- Monitor each client's progress with implementing their Action Plan;
- Maintain up-to-date case management files. This includes extensive data entry into the provincial government's Integrated Case Management (ICM) system as well as maintenance of hard copy files as appropriate;
- Refer clients in need of diagnostic supports to qualified professionals;

- Assist with community networking i.e. building lines of support and making cross-referrals with other social and educational agencies;
- Ability to work as a team member with a highly inter-dependent Service Delivery Team and with an organization mandated to serve a broad range of clients with a broad range of abilities;
- Assist clients as needed, with accessing necessary online resources and provide support and assistance to clients accessing job postings, using the Resource Area, word processing and using the internet and increasing digital literacy;
- Facilitate group-based and 1-1 employment related workshops (i.e. resume building; cover letters; interview skills; labour market information, essential skills etc.);
- Awareness of community resources that support mental health, disability supports, housing, medical, financial supports and advocacy;
- Provide workplace-based coaching and support as needed to workers and employers to support employment sustainment.
- Work extensively with employers, community organizations and resources to link clients with supports and establish opportunities.
- Provide client and employer support and coaching services to support employment sustainment and suitable employment outcomes.
- 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 in the employment services industry (or similar industry) working with a broad and diverse range of clients including those with complex barriers to employment.
- Experience conducting disability related needs assessment and interpreting specialized assessments or clinical assessments.
- Experience with job development or placement experience in a related setting.
- Experience coaching and mentoring clients.
- Experience working effectively with employers or within self-employment
- Experience working with scheduling and case management database systems.
- Knowledge and understanding of the Discovery assessment process and development of customized employment profiles
- 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.

- Knowledge of income support systems (e.g. Employment Insurance and Social Assistance benefits).
- Valid driver's license and access to a vehicle.
- Availability to work varied work hours including evenings and weekends.
- Certified Career Development Practitioner (CCDP) or actively working towards certification.
- Registered Vocational Professional (RVP) or Registered Rehabilitation Professional (RRP) or actively working towards certification or willing to pursue this designation

AND/OR

- A post-secondary certificate, degree, or diploma in a relevant field (i.e. career or employment development; vocational rehabilitation; social work; psychology; sociology; human services; counselling; education; or human resources) and a combination of relevant work experience and training.
- 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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