



## **Wage Subsidy Coordinator – Campbell River**

North Island Employment is currently accepting applications for a full-time, in-office Wage Subsidy Coordinator based in our Campbell River office but servicing the entire North Island. 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 and colleagues.
- You are easily able to engage clients and employers and are able to keep them engaged through your work with them.
- You have a clear communication style both verbal and written and are not afraid to have difficult conversations.
- You enjoy using a strength based approach when solving problems.
- You love learning and aren't afraid to ask questions.
- You are organized and have the ability to consistently manage your time and meet deadlines.
- 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...**

Reporting to the Regional Manager, Employer Services, the Wage Subsidy Coordinator will work collaboratively with other members of the WorkBC Client Service Team to deliver the wage subsidy program to support eligible workers in attaching to opportunities for paid work experience and on-the-job learning as a means to build skills and achieve sustainable employment. This position will be responsible for securing, negotiating, and monitoring wage subsidy placements with employers for eligible clients.

The candidate will be dynamic, detail-oriented and work effectively with area job seekers and employers. The successful candidate will have excellent communications skills combined with strong reporting and document management skills.

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**

- Plan, coordinate and deliver the WorkBC Wage Subsidy program for the Vancouver Island North catchment.
- Proactively promote and market the Wage Subsidy program and concept of paid work experience to employers and eligible clients through marketing materials; community presentations and events.
- Facilitate group info sessions on the Wage Subsidy Program internally and in the community.
- Coach participants in supporting their marketing approach towards employers by facilitating targeting resumes and cover letters; interviewing skills; and networking.
- Receive applications for Wage Subsidy participation from clients and employers.
- Recruit, evaluate and select suitable prospective employers and eligible participants.
- Provide group and one-to-one workshops to participants and employers as needed to support employment readiness as well as employer needs.
- Maintain good working relationships and communication with clients and employers.
- Assist employers in creating training plans for the participants and ensure they produce a job description, orientation and monitoring of the training plan that is suitable to the client's needs and circumstances.
- Assess requirements and negotiate the wage subsidy duration and rate with the employer. Prepare and manage contracts between NIEFS, employers and participants.
- Monitor on a regular basis progress of placements to support client progress and success.
- Support and assist Clients and employers to resolve placement issues.

- Administer Financial Supports and ensure agreement terms are accurate.
- Conduct on-site and virtual meetings with employers and participants to monitor progress.
- Review, verify and process employer wage subsidy payment claims according to a schedule agreed to by the WorkBC Service Provider and employer.
- Clearly communicate and review financial reporting obligations to employers.
- Record placement outcomes and connect clients to further Job Search Supports and/or Job Sustainment Services as appropriate.
- Fully document in the Integrated Case Management (ICM) system, any issues identified, the resolution of those issues, and any Services or Financial Supports provided to or for the Client.
- Proactively work with employers to ensure financial reporting is up to date and accurate.
- Compile information and report on each placement.
- Prepare quarterly and final reports.
- Prioritizing tasks, working with accuracy and managing deadlines effectively and consistently.
- 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**

- 3-5 years' experience working in the employment services industry, or relevant industry.
- Experience in human resources, payroll processing, and training is preferred.
- Excellent working knowledge of BC Employment Standards, WorkSafe BC and labour laws.
- Experience and/or training in facilitating group based workshops.
- Strong technology and computer skills associated with scheduling software, database management, group facilitation, case management, and MS Office.
- Experience marketing and promoting programs and services.
- Advanced keyboarding skills and ability to type a minimum of 40 words per minute.
- Through knowledge of the local labour market and challenges faced by job seekers and employers.
- Knowledge of programs available to employers to support with recruitment, retention and training.
- Ability and willingness to travel throughout the Vancouver Island North region (driver's license required).
- Awareness/experience with customized employment and job development/job coaching services would be an asset

- 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 development; human resource management; business administration; marketing; human services).
- 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  
Shannon Baikie, Regional Manager  
920 Alder Street, Campbell River, BC V9W 2P8  
Fax: 250.286.3447  
Email: [shannon.baikie@niefs.net](mailto:shannon.baikie@niefs.net)