



Internal / External Lead Employment Counsellor, WorkBC Programs



POSITION: Lead Employment Counsellor

DEPARTMENT: Employment and Language Programs

POSITION FUNCTION:

MOSAIC is seeking a client-centred and results-orientated **Lead Employment Counsellor** who is passionate about empowering clients to reach their employment goals. The Lead Employment Counsellor will manage a client caseload and be able to provide case-managed services. He/she will also be responsible for coordinating and supporting a team of Employment Counsellors. Duties include onboarding new Employment Counsellors and/or other new staff members, assist in resolving client complaints, manage aggressive clients, provide the team with program policy interpretation, and develop strategic processes to improve contractual outcomes and achieve client success.

QUALIFICATIONS:

- CCDP designation (Certified Career Development Practitioner) or RRP (Registered Rehabilitation Professional) designation, or in process of being certified
- Five or more demonstrated experience delivering case management services within the WorkBC Framework; preferably in a leadership role
- Possessing patience, tact, flexibility and ability to build rapport, coaching and mentor clients with complex barriers and a broad range of cultural backgrounds
- Providing customer service and resolving issues both in person and in a virtual service delivery system
- Knowledge and experience serving Client Inclusion Groups (indigenous, youth, youth at risk, person with disabilities, multiple-barriered, immigrant and refugee clients) preferred
- Additional language spoken is an asset
- Extensive knowledge of existing programs and services, community resources, and local labour market conditions; able to work collaborative and build partnerships with community agencies, employers and other stakeholders
- 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 outcomes
- Advanced experience in using the WorkBC Program database and ability to translate ICM user experience into processes leading to improved KPM results

- Proven ability to multitask and meet deadlines
- Criminal Record Check required

HOURS: 35 hours per week

SALARY RANGE: \$43,425 to \$48,875 per annum, commensurate with level of experience and qualifications

A competitive benefits package is provided with contracts of at least 1 year in length which offer a minimum of 17.5 hours of work per week.

RESUMES TO: Hiring Team - MOSAIC Employment Programs
5575 Boundary Road
Vancouver, BC V5R 2P9
E-mail: employmentprograms@mosaicbc.org

Please reference “**Your Name – Lead Employment Counsellor, WorkBC Programs**” in the subject line of your application and submit via e-mail (Word / PDF format). No telephone calls please.

DEADLINE: Ongoing until a suitable candidate is hired

NOTE: Only applicants selected for an interview will be contacted

POSTING DATE: December 21, 2018

MOSAIC is committed to promoting equal employment opportunities for all members of the community