



Internal / External
Employment Resource Advisor, WorkBC Programs



Delta and Surrey Cloverdale locations

POSITION: Employment Resource Advisor
DEPARTMENT: Employment and Language Programs
POSITION FUNCTION:

Employment Resource Specialist is primarily responsible for the operation of the WorkBC Resource Room. The Employment Resource Specialist assists clients using the Resource Room in their job search process, maintains a current job board and provide resources resulting in improved employability and successful job attachment outcome. The Employment Resource Specialist provides back up to Employment Skills Facilitators and provides additional administrative support to all WorkBC Centre staff as required.

QUALIFICATIONS:

- A satisfactory Criminal Record Check result is mandatory
- 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 resources management) or demonstrated experience in:
 1. Conducting and interpreting Client needs assessments
 2. Coaching and mentoring Clients
 3. Working with individuals with complex barriers and a broad range of cultural backgrounds
 4. Building partnerships with community agencies, employers and other stakeholders
 5. Providing customer service and resolving issues both in person and in an virtual service delivery system
 6. Delivering basic life skills / essential work skills program
- Strong customer service skills; a desire to assist others in finding the help they need. Possess patience, tact, flexibility and ability to build rapport with clients.
- Strong interpersonal, cross-cultural communication skills; a second language is an asset.
- Excellent working knowledge of existing programs and services, community resources, and local labour market conditions.
- Ability to work in a busy public environment with public contact and quickly assess and refer clients appropriately.
- Strong experience with computer applications and databases. Proficient in the use of the Internet, online resources, and email. Ability to fix simple computer and office equipment problems.
- Adapting teaching materials to meet the needs of clients and facilitating group-based learning for adult learners
- Proficient working knowledge of the WorkBC Integrated Case Management tool
- Connecting WorkBC program model understanding into strategies and processes that leads to improved client success and contractual outcome

HOURS: 35 hours per week
There are two positions available (see below for location details)

WORK LOCATIONS: Surrey Cloverdale WorkBC Centre: 17700 56th Avenue, Surrey, BC V3S 1C7

Delta WorkBC Centre (2 locations):
4899 Delta Street, Delta and 11861 88th Avenue, Delta

STARTING SALARY: \$40,932 to \$46,069 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 – Employment Resource Advisor WorkBC Programs**” in the subject line of your application and submit via email (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: January 15, 2019

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