Engaging Newcomers, Enriching Communities

Internal / External Employment Opportunity
Employment Resource Advisor,
WorkBC Programs
South Surrey/White Rock location

Why you should apply with us:
At MOSAIC, we take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We were recognized in the 2019 List of Best Workplaces™ in Canada (100-999 employees) by the Great Place to Work® Institute. With over 40 years of experience, we’re one of the largest settlement organizations in Canada engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone’s life today!

Join our team!
MOSAIC is seeking an adaptable, independent, client-centered, results-oriented individual who is passionate about empowering clients to reach their personal and employment goals in the role of Employment Resource Advisor.

POSITION:
Employment Resource Advisor, WorkBC

DEPARTMENT:
Employment, Language, & Social Enterprise Services

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

KEY RESPONSIBILITIES:
• Support client in the resource room: assist with equipment usage, job search techniques, online applications and resume writing
• Support the determination of client eligibility for self-service or case management services
• Assist client to register for services through the Online Employment Services (OES) portal
• Ensure that clients are aware of all available services and supports related to achieving Labour Market Attachment
• Access employment and community related information resources and supports, as well as government programs or benefits they clients may benefit from
• Assist and support clients to use computers and the internet for job search and to respond to job vacancy postings using email or fax
• Develop and keep updated a directory of local up-to-date community-based services as well as information from community service organizations that may be useful to clients
• Work with centre staff to ensure that relevant LMI is easily accessible through the Self-Serve resource area
• Check WorkBC site daily for up to date job postings and maintain job board
• Provide Clients with access to employment-related self-assessment tools such as interests personality type and values and career planning and employability assessments
• Facilitate workshops as required
• Provide backup coverage and support for the facilitator and receptionist
• Telephone Clients to remind them of workshops and provide general reception coverage as required
• And other duties as required including going beyond job description to help colleagues or to do work related to other roles whenever necessary

MINIMUM QUALIFICATIONS:
• Post-secondary certificate, diploma and degree in adult education, counselling, psychology, social work, human services, or ESL studies
• Demonstrated experience providing customer service resolving issues both in person and in a virtual service delivery environment
• Experience working with individuals with complex barriers and a broad range of cultural backgrounds
• Knowledge of the local labour market community resources and government programs
• Knowledge of job search techniques career development and issues relating to unemployment
• Team player with ability to work effectively with all types of people
• Good interpersonal skills coupled with strong verbal communication skills
• Excellent administrative and organizational skills; ability to prioritize
• Post-secondary certificate, diploma and degree in adult education, counselling, psychology,
• Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:
• Strong digital literacy skills in Microsoft Office software such as Word, Excel, Outlook, PowerPoint Teams. Integrated Case Management system (ICM) knowledge an asset
• Tactful, discreet, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgement in decision-making
• Sound knowledge of the Employment Insurance Act, BC Employment and Assistance program and WorkBC Employment Program policies

BONUS SKILLS/CERTIFICATIONS:
• Career Development Practitioner certification
• Proficiency in a second language
• Facilitation experience

HOURS:
Full-time (35 hours per week)
STARTING PAY:
$40,932 to $43,425 annual salary based on experience and qualifications

We offer a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

HOW TO APPLY:
Please apply via email. In the subject line of your email, please type: “Your Name – Employment Resource Advisor, WorkBC South Surrey-White Rock location”. Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:
Hiring Team – Employment Programs
5575 Boundary Road
Vancouver, BC V5R 2P9

Email both the cover letter and resume to employmentprograms@mosaicbc.org

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted. Before applying, you must be legally be permitted to work in Canada through citizenship or permanent resident status. If you have a work permit, please ensure that it allows you to work for the duration of the position.

DEADLINE TO APPLY:
Ongoing until filled

POSTING DATE:
October 5, 2020

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