



Internal / External Employment Opportunity

Employment Resource Advisor, WorkBC Programs Burnaby-Edmonds 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 have been recognized in the [2019 List of Best Workplaces™ in Canada](#) (100-999 employees), the [2020 list of Best Workplaces Managed by Women](#) and [2021 List of Best Workplaces™ in Canada](#) (100-999 employees) by the Great Place to Work® Institute. We are one of Canada's largest settlement organizations with 45 years of experience 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 a 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**. This position will be based out of the WorkBC Burnaby-Edmonds location.

POSITION:

Employment Resource Advisor

DEPARTMENT:

Employment, Language, & Social Enterprise

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 job attachment outcome
- Access employment and community related information resources and supports, as well as government programs or benefits, 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 an updated 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 Labour Market information 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, values, career planning, and employability assessments
- Facilitate workshops as required
- Provide back-up coverage and support for the facilitator and receptionist
- Telephone clients to remind them of workshops and provide general reception coverage as needed

MINIMUM QUALIFICATIONS:

- Post-secondary certificate, diploma, or 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
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- 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 the 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
- Strong digital literacy skills in Microsoft Office software such as Word, Excel, Outlook, PowerPoint, and Teams.
- 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
- Integrated Case Management system (ICM) knowledge will be considered an asset

HOURS:

Full-time (35 hours per week)

*May require working until 6:00 pm on Tuesdays and Thursdays

STARTING PAY:

Annual salary commensurate with the level of experience and qualifications

MOSAIC offers 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 Burnaby-Edmonds”**. 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 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:

April 23, 2021



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