



Job Opening: Resource Advisor – Delta WorkBC ESC

Hours of Work: This is a full-time position (35 hours per week)

Start date: December 17, 2018

Employer: Progressive Intercultural Community Services Society (PICS)

Location: Delta WorkBC ESC – North Delta & Ladner

JOB SUMMARY:

The Resource Advisor is responsible for assisting clients in the Delta Employment Service Centre (ESC) Self-Serve Area.

JOB DUTIES/ RESPONSIBILITIES

- Daily Open and Close the WorkBC resource room as per scheduled business hours.
- Flexibility to work from either office location (North Delta and Ladner).
- Performs reception duties and client support, including pre-screening visitors, providing orientation information, registering and recording clients accordingly in the sign-in sheet for statistical purposes and booking clients for workshops and appointments with program staff.
- Ensures clients are aware of services and staff-assisted functions.
- Monitors clients in the preliminary needs assessment tool to determine when and if clients are having difficulty and should be assessed for case management.
- Assists clients to determine EI status through Service Canada online or by phone.
- Assists clients in locating, understanding and using labour market information to effectively support their job search, employment training and career decision making.
- Acts as case manager to Self-Serve (TIER1) clients and do all procedures from intake, PNA, input in ICM, providing proper financial support and doing follow-up if clients are employed and keep a record for statistical purposes.
- Administers essential employment related financial supports to self-service clients & case managed clients for job start, job search support as indicated by case managers.
- Offer self-marketing and networking advice to clients.
- Assist clients in typing, editing, correcting and making changes to job search documents.
- Liaise with case managers to monitor and follow-up employed clients, keeping accurate record of initial, interim and final employment stages.
- Responsible for the data entry (CONTACTS) (ERIQ) and (PNA) into the ICM system including generating reports, ongoing review to ensure accuracy and timeliness and help desk support to staff to trouble shoot ICM issues.
- Utilizes the integrated case management system to capture client data and monitor clients.
- Keeps accurate billing and records of job start and job search for self-serve clients and case managed clients.
- Liaises with other community service organizations and ensures that a comprehensive, current and accurate directory of local community-based services is available to clients.
- Works closely with Employment Services Manager and team members in achieving program objectives including participation in program promotion, marketing and outreach activities.

- Ensures ESC provides a variety of up to date information on job opportunities, current resource materials and labour market information.
- Makes sure that postings sent out by Job Developers, other ESCs or Employers are properly posted in the Resource Room and accessible to clients.
- Coordinate with the Job Developer every time there's a job fair on site
- Book and coordinate translation and interpretation services as required.
- Assists in the maintenance of resource room related equipment including printer in the hallway.
- Manage client files from the day client comes to see a case manager, labelling and filing
- Assist case manager in scanning, filing documents.
- Call client for cheque pick-up; cancellation or rebooking whenever there is change to the schedule.
- Check Service Request for Case Transfers and Program Referral from the Ministry and initiate to comply for action required.
- Manage and send File closure letters as per case manager's request.
- Perform other duties as required.

REQUIREMENTS

- Clean Criminal Record Check (Vulnerable Sector)
- A related post-secondary diploma or the equivalent of education and expertise
- Certified Career Development Practitioner (CCDP)
- A minimum of 1 year experience in a customer service role
- Strong understanding of local and provincial labour market information, employment resource materials and services
- Strong understanding of community stakeholders, employers and service providers to support a wide range of clientele
- Exceptional customer service skills
- Creative and passionate in working with clients to enhance labour market attachment
- Strong interpersonal skills and capable to work with specialized populations
- Effective verbal and written communication skills; second language an asset
- Commitment to providing quality service, good team player and ability to multi-task
- Excellent skills in computer software, the internet and email are required; experience with computer hardware and local networking is preferred
- Familiar with the new Employment Program of BC
- Willingness to work weekends and evenings
- The following will be considered an asset:
 - National Occupational Classification (NOC) Code certificate
 - Career Crossroads certificate
 - Making Sense of LMI certificate
 - Starting Points certificate
 - Employment Counseling certificate
 - Employment Readiness Scale certificate
 - Job Club Leadership Training Certification
 - Non-Violent Crisis Intervention (NVC) training or other customer service/conflict mediation training
 - Multilingual capacity

Closing Date: 4:00pm on Wednesday, December 5, 2018

How to Apply: Please submit a resume and cover letter to PICS HR Department at career@pics.bc.ca
Please use "RESOURCE ADVISOR – DELTA ESC" as the email subject.

* Resume including the cover letter should not be more than three pages.

(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)