



JOB DESCRIPTION

WORKBC CUSTOMIZED EMPLOYMENT SPECIALIST

Community Futures Boundary (CFB) has offices located in Grand Forks and Greenwood. Provision of customized employment services may be required in either location. Mileage reimbursements will not be applicable for work performed in either of these two locations. Hours and days of work may fluctuate to meet client volume and activities. Position generally falls between operating hours of 8:30-4:30 however occasional evening/weekend work may be required to accommodate job seekers work schedule. The WorkBC Catchment Area #35 encompasses the Boundary, Trail and Castlegar service areas. Some training activities and backfill may occur in one or more of these service areas.

JOB SUMMARY:

The Customized Employment Specialist is responsible for all aspects of the Customized Employment program for a caseload of job seekers with diverse abilities, including discovery, job development, job coaching, monitoring and crisis supports as well as explicit instruction in self-determination. In addition to working directly with job seekers and employers you will also be supporting the parents, educators, service providers working together to develop and implement the job seekers employment plan. You will be a key member of a team of passionate professionals committed to inclusion and diversity. This is a collaborative process entered into with clients where they are supported towards their highest level of labour market participation and self-sufficiency.

RATE OF PAY:

\$23.00 /hour 11 – 18 hours/week

REPORTING:

The WorkBC Customized Employment Specialist reports directly to the WorkBC Client Services/Quality Assurance Team Lead.

PRIMARY DUTIES:

- Client Management Services (including intakes)
- Client Assessments
- Facilitate Discovery, Job Development and Job Coaching process
- Work Experience Services
- Skills Enhancement Services
- Job Search Services
- Job Sustainment Services
- Assistive Technology Services – facilitate referrals

CORE RESPONSIBILITIES:

- Support, empower individuals through all stages of the Customized Employment process
- Develop individualized employment plans for each job seeker (Discovery)
- Develop a Visual Portfolio of each job seeker with their input
- Conduct an Employment Planning meeting with the job seeker and their support team
- Advocate for job seekers with potential employers (Job Development)
- Support job seekers in learning new tasks at their workplace (Job Coaching)
- Support participants (Job Coaching)
- Complete professional written reports for funders and families
- Organize and maintain client files
- Enter accurate client information into ICM database a timely manner
- Develop visual support tools with job seeker
- Provide relief/backup for Resource Centre Advisor position as required
- Outreach into other communities in the Boundary Area will be required on an as needed basis

PREFERRED QUALIFICATIONS

(a) Demonstrated Experience in:

- (1) Assessing complex client needs in specialized areas, such as physical limitations, developmental disabilities, mobility skills, and cognitive, social and emotional barriers' Conducting and interpreting client needs assessments;
- (2) Interpreting clinical assessments; and
- (3) Delivering customized employment, job coaching and job development services; and Coaching and mentoring clients;

(b) 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.

(c) or, CFB will provide necessary training in Customized Employment.

Additional Requirements

Ongoing professional development through relevant training and workshops will be determined on an annual basis.

- Current basic first aid and CPR certification
- Clean Drivers Abstract
- Clean Criminal Record Check
- Valid Class 5 Driver's License
- Customized Employment Training Level 1 (CBI Consultants or equivalent training provider)
- Demonstrated ability providing client centered services
- Strong communication skills (written and verbal)
- Experience providing exceptional customer service to diverse client populations
- Ability to produce clear, concise and professional documentation
- Ability to quickly enter data into industry file management systems

- Proficient use of a variety of computer software programs and experience entering data into complex database systems
- Knowledge of job search strategies, tools, techniques and methodology
- Capacity to understand, implement and interpret complex policy and procedures
- Knowledge of employment service providers and community referral agencies within the service area
- Knowledge of local and provincial labour market and business community/employer needs
- Demonstrated ability to shift roles between case manager and facilitator
- Experience engaging and developing relationships with employers, community services organizations, training institutes and other key stakeholders

CRITICAL SUCCESS FACTORS:

- Creative in working with clients to enhance labour market attachment.
- Strong interpersonal skills and demonstrated ability to work with specialized and marginalized populations.
- Commitment to providing quality service and meeting or exceeding program deliverables.
- Proven ability to be adaptable in your approach by adjusting to changes in service delivery models, the labour market or participant trends.
- Displays a reflective, learning and problem solving approach to work.
- Alignment with and ability to display organizational core values of: teamwork, accountability, communication, innovation, performance, and spirit.

ACCOUNTABILITY:

The WorkBC Team must meet key performance measurement targets as set by the Contractor (KCDS) and the Ministry of Social Development and Poverty Reduction. Each member of the team must ensure they execute the above responsibilities and demonstrate full participation attaining those benchmarks.

All employees of Community Futures Boundary work with information, processes, or data that must be kept confidential in order to protect the interest of the client, program funders and the corporation. To ensure confidentiality, employees are expected to refer to CFB's Policies and Procedures Manual, and WorkBC specific policies. Submission of a criminal record check completed by the RCMP is a mandatory condition of employment.

Print Name & Signature

Date

May 2019