



JOB DESCRIPTION

WORKBC RESOURCE CENTRE ADVISOR

Community Futures Boundary (CFB) has offices located in Grand Forks and Greenwood. All employees may be required to provide services in either location. Mileage re-imburements 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.

JOB SUMMARY:

This is an on call/casual position. The Resource Centre Advisor will support and monitor Clients accessing self-serve services in a manner that supports Client independence and self-sufficiency, ensuring Clients are aware of services available. The Resource Centre Advisor will guide the Client in accessing services at the WorkBC centre, through virtual or outreach services. This may include: support in the use of computers and the internet for job search, responding to job vacancy postings using e-mail or fax; use of software programs for resume writing; accessing and using labour market information; issuing job start supports and registering for self-serve job search workshops.

REPORTING:

The Resource/Intake Worker reports directly to the WorkBC Client Services/Quality Assurance Team Lead

CORE RESPONSIBILITIES:

- Create a professional and welcoming atmosphere within the Reception/Resource Centre area.
- Greet clients accessing services at the Resource Centre
- Answer telephone inquiries
- Assist clients to register and navigate the Online Employment Services (OES) client portal
- Provide client service in the Self-Serve Resource Centre including initial screening, assessment, appointment scheduling and resource centre orientation
- Refer/engage clients into case management services as appropriate
- Provide referrals for clients to community support services as required
- Submit statistical and written reports as required
- Offer self-marketing and networking advice
- Assist clients in the use of computers for job search purposes
- Assist clients accessing online EI client status information (My Service Canada Account)
- Update and monitor job postings and local community resource information
- Assist clients with e-mails, scanning, and faxes
- Assist clients with on-line self-assessment and career exploration tools
- Gather and disseminate local labour market information
- Register clients for workshops and assist with workshop preparation
- Monitor clients and recommend case management services where necessary and appropriate

- Determine eligibility and process job start supports
- Process Service Requests
- Maintain and document files
- Enter client information into ICM database in a timely manner
- Follow-up with clients
- Participate in community and employer activities
- Ensure all written materials are current - re-order supplies as required
- Provide administrative backup to the team when required

Minimum Qualifications

(a) Demonstrated Experience in:

(1) Providing customer service and resolving issues (in person and in a virtual service delivery environment; and

(2) Working with individuals with complex barriers and a broad range of cultural backgrounds; or

(b) A post-secondary certificate, degree or diploma in a relevant field

Additional Requirements

- Clean Criminal Record
- 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

CRITICAL SUCCESS FACTORS:

- Creative in working with clients to enhance labour market attachment.
- Strong interpersonal skills and capable of working 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 change
- 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 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 & Sign Name*

_____ *Dated*

Revised Feb 2019