

Job Search Assistant

The Job Search Assistant (JSA) provides Client assistance and navigation through the Employment Services Centre in Enderby BC. The JSA reports directly to the Employment Services Manager.

Key Responsibilities and Duties

- Assists Clients in locating and accessing employment-related information, resources and supports
- Makes Clients aware of other community resources and programs
- Provides Client assistance in accessing the self-serve resource area
- Determines Client needs for case management
- Monitors Client use of resource area and answers Client inquiries as needed
- Updates job board postings and assists Clients in responding to job postings
- Updates and replenishes resource area brochures and printed employment resource materials
- Demonstrates how to use computers and software to Clients as needed
- Assists Clients in registering for employment support services workshops
- Assists Clients with use of phone, fax, photocopier and printers as needed
- Assists Clients in locating and using local labour market information
- Provides information about employment-related programs and services
- Demonstrates to Clients how to access self-assessment tools in paper format or through the NexusBC website
- Reports any Client issues or concerns to the Team Lead who then reports to Employment Services Manager
- Regularly evaluates Client feedback and suggests improvements to service delivery
- Works collaboratively with Employment Centre staff to ensure successful Client outcomes
- Updates Facebook to the community with new marketing material, job fairs, job postings, and events
- Scans documents and inputs them into ICM for Team Lead Case Manager
- Scans, labels, and inputs Training Packages accurately into ICM for Case Managers
- Calls all Self-Serve Clients to ensure job search needs are met. Refers to case management as needed for job starts and supports
- Inputs self-serve sustainments in ICM and sends to Program Manager for billing
- Keeps track of all Self-Serve clients who have been contacted
- Checks OES daily to ensure up to date information about client referrals is up to date and clients are contacted appropriately for Self-Serve and Employment Services
- Checks ICM daily for Unassigned Service Requests and completes Case Transfers
- Maintains a balanced schedule for Case Managers. During COVID, insure bookings are no more than 6 people in the Centre at any given time, this includes staff.
- Calling Clients at their 4, 24, and 52-week sustainments and reporting back to the Team Lead Case Manager for Self-Serve, and Case Managed Clients

- Contacts Case Management clients, up to 5 times, at their 4, 12, 24, 36 and 52-week sustainment milestones to collect Paystubs or for Employment Verification
- sends orders for supplies needed to the Program Manager in Vernon
- Monthly Petty Cash Reconciliation
- Ensure all Covid-19 protocols are followed by clients in the Center and make sure all PPE is well stocked for clients and staff.

Core Competencies

- Client-centered approach to service delivery
- Knowledge of local labour market, employment services and community organizations and resources
- Ability to multi-task in a busy environment accessible to the public
- Ability to communicate on many levels with diverse Clients
- Demonstrates professionalism through adherence to NexusBC policies and procedure and ethical guidelines
- Demonstrated commitment to continuous learning

Overall Program Structure

The Enderby WorkBC office works within this current oversight structure.

Executive Director is responsible for:

- Contract negotiations with WorkBC
- Meetings with WorkBC for quarterly meetings
- Personnel and Human Resource Management issues
- Works with Program Manager and Team Lead on issues of mutual concern

Manager of Employment Programs

- Works with Community Futures staff to ensure smooth running of program and billings
- Meetings with WorkBC for quarterly meetings
- Responsible for overall program management
- Reports to Executive Director

Team Lead is responsible for:

- Day to day operations and client services
- Assigns tasks and delegation of duties to JSA and Case Manager as required
- Brings matter of issue to the Manager of Employment Programs or ED depending on content

Job Search Assistant

- Supports the Team Lead and Case Managers with assigned tasks
- Brings issues of concern and/or questions to the Team Lead

Qualifications

- Post-secondary education or equivalent experience in social services, employment services, counselling, life skills coaching or related field
- Knowledge of and experience working with unemployed individuals
- Knowledge of local employment issues, service providers, community groups and employers.
- Excellent computer skills
- Excellent communication skills

- The ability to trouble shoot and problem solve