

## 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