

Job Coach

(3-days per week)

The Job Coach works directly with participants, delivering employment and job search services one-to-one, virtually, via the Learning Management System and in a group (when able). The Job Coach reports directly to the Program Manager.

Key Responsibilities and Duties

- Conducts intake interviews with each applicant;
- Oversees day-to-day delivery of participant services to meet program objectives and outcome targets;
- Provides ongoing and regular one-to-one job coaching as needed to help participants achieve sustainable, long-term employment
- Facilitates group or one-to-one learning for participants
- Uses a variety of appropriate instructional techniques and models desired behaviors to achieve learning outcomes
- Provides computer support to participants including accessing computer programs, internet search support, and technical support
- Develops/enhances curriculum as required
- Manages participant files in accordance with PIPA and FOIFA legislation
- Monitors and records all participant contact, attendance, action and training plans, and overall participant progress
- Ensures database entry is completed with each participant appointment
- Maintains participant confidentiality in all services delivery
- Provides information about additional community resources to participants as needed
- Evaluates client feedback and suggests program improvements
- Maintains resources and makes recommendations for the purchase of program materials
- Complies with NexusBC policies and procedures including the NexusBC Code of Ethics
- Takes guidance from the Canadian Standards and Guidelines for Career Practitioners
- Demonstrates an understanding of theories related to employment counselling
- Evaluates participant feedback and suggests program improvements when needed

Core Competencies

- Demonstrates a participant-centered approach to services delivery
- Knowledge and understanding of the barriers faced by specialized populations, including the vulnerable and underrepresented
- Strong interpersonal and communication skills
- Knowledgeable about the local labour market, local employers and local resources
- Excellent computer skills with database experience

- Use and updates to the Learning Management System
- Demonstrates professionalism, adhering to policies and procedures and ethical practices
- Commitment to continuous learning and professional development

Qualifications

- University degree or equivalent education and/or work experience in employment counselling, adult education, employment services or related fields
- Minimum of two years of experience in delivery of one-to-one employment services
- Knowledge and experience in one or more of the following: Life skills coaching, career counselling, employment services, curriculum development, instruction/training
- Current knowledge of career counselling assessment tools
- High level of competence with computer applications
- Experience in a non-profit environment an asset