

Client and Employer Agreement Coordinator**Full Time (35 hours per week)****WorkBC Employment Services****Burnaby****Comp: WORKBCBYAC****Closing Date: September 18, 2022**

In order to apply please submit cover letter stating expected salary and resume via email to hr@bowmanemployment.com. Please quote comp. in subject line.

POSITION SUMMARY

Bowman Employment Services Inc. (BES) provides a diverse range of employment services throughout the Province of British Columbia. BES works as a partner organization in Burnaby (Brentwood, Metrotown, Edmonds) at the WorkBC Employment Service Centres.

We are seeking experienced Client and Employer Agreement Coordinators to work with Clients and Employers to negotiate financial support agreements based on Client needs and within WorkBC Employment Services policies and guidelines. The Client and Employer Agreement Coordinator ideally possesses in-depth knowledge of WorkBC Employment Services policy, Integrated Case Management (ICM) system and has demonstrated skills and experience in effective communication and negotiation skills and high levels of accuracy and documentation skills ensuring that Clients and Employers fully understand their eligibility, rights and obligations while receiving financial supports and benefits.

Applicants must be willing and able to work evening and Saturday hours and in different locations (including outreach) throughout the Catchment.

KEY DUTIES AND RESPONSIBILITIES

- Work collaboratively with Employment Consultants
- Review applications for financial support, ensure thoroughness and completeness
- Conduct assessments of financial needs and requests, ensuring that allowable WorkBC Employment Services funding levels will allow the successful completion of services
- Communicate WorkBC Employment Services policies and guidelines to Clients and Employers, ensuring thorough understanding of eligible funding and services, rights and obligations under the Program as related to financial supports
- Thoroughly assess Client financial needs
- Determine eligible and required funding and negotiate funding levels with Clients and Employers
- Complete all required documentation and notes in ICM, accurately recording

Client/Employer communications and activities

- Ensure all required documentation related to financial agreements is up to date, thorough and complete and required documents are uploaded to ICM in an accurate and timely manner, meeting program policy requirements
- Complete EI Eligibility checks via Service Requests
- Complete Section 25's / ATQ's as required
- Advise Ministry via Service Request of BCEA (e.g. SPEI, PWD) participation in services including required service details
- Generate updated Client Action Plans, review with Client and execute
- Supply Clients and Employers with and ensure collection of any required documents/forms/templates (e.g. TD1; Authorization documents; Progress and Attendance; Claim Forms)
- Generate Client and Employer Agreements
- Meet with Clients/Employers to review Financial Agreements, requirements and obligations for ongoing funding, address all Client/Employer questions and inquiries, execute agreements
- Ensure all financial agreement related documents are complete, signed and uploaded/finalized in ICM attachments
- Work with centralized finance team to support Client service participation progress and successful completion
- Complete any/all required Agreement amendments
- Assist Clients (where appropriate) to apply for Dependent Care Subsidy

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Fully understand and be able work within WorkBC Employment Services policies, procedures and guidelines as they relate to Client/Employer eligibility for financial supports and funding levels
- High level of knowledge of Catchment and Provincial Labour Market needs, demands and changes and ability to continually research Labour Market trends
- Able to negotiate financial supports with Clients and Employers, being sensitive to Client situation and need and Ministry eligibility and policy criteria
- Communicate non-compliance issues to Clients/Employers and management in a timely and professional manner
- Work with BES management and Employment Consultants to resolve issues
- Develop and maintain professional and collaborative relationships with co-workers, Clients, Employers and catchment stakeholders
- Effective communication skills including conflict resolution and constructive listening skills
- Sensitive to cultural, ethnic and personal diversities
- Strong understanding of and adherence to Privacy and Confidentiality laws, policies and regulations

- Strong interpersonal skills and capable of working with diverse populations
- Excellent time management, organizational, written and verbal communication skills, attention to detail and accuracy
- Ability to self-manage work loads and alert BES management in a timely manner of any work load challenges/issues
- Proficient with technology in a Windows environment, MS Office, printers / scanners, utilizing web-based tools and ICM
- Ability to meet performance measures and goals and support Clients to achieve sustainable employment outcomes
- Ability to self-manage complex responsibilities
- Proven ability to be adaptable and flexible in approach by adjusting to changes in services and program policy, the labour market, and Client needs

TRAINING, EDUCATION AND EXPERIENCE

- Related degree, diploma, certificate or a combination of relevant education and experience
- Minimum three years' experience in employment/workforce development service delivery environment
- WorkBC Employment Services or related work experience is an asset
- Experience and expertise utilizing ICM is an asset

OTHER

- Must be a team player and be flexible in cross training and assisting team in a variety of positions
- Must be able to present required Criminal Record Check
- Must possess valid Drivers License
- Fluency in French is an asset

We thank all applicants for their interest in the position, however only qualified applicants will be contacted for an interview.