

Career Coach
Full Time (40 hours per week)
WorkBC Employment
Services Maple Ridge
Comp: WORKBCMRCC
Closing Date: April 17, 2026

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 with Douglas College in Maple Ridge at the WorkBC Employment Service Centres.

We are seeking an experienced Career Coach for a contract term to end Mar 31, 2027 to deliver Intake and Case Management Services to help unemployed and underemployed British Columbians achieve and maintain sustainable labour market attachment. The Career coach will maintain exemplary customer service while ensuring that they meet or exceed Client service utilization targets and key performance measures as dictated by Douglas College.

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

KEY DUTIES AND RESPONSIBILITIES

- Review and Implement the results of the Needs Determination to create, in collaboration with the Client, a realistic and achievable Action Plan
- Support and refer Clients to access all relevant resources, including WorkBC Apprentice Services, WorkBC Assistive Technology Services and Community Service Providers
- Assist clients through one-to-one coaching with resume writing, job search techniques, labour market information, career planning materials, assessment tools, workshops, and other relevant ESC resources
- Determine eligibility for financial supports and services
- Maintain regular (minimum bi-weekly) contact with the Clients to support, motivate, and monitor progress
- Assess and provide Clients with the following services in accordance with WorkBC Employment Services Policy and tailored to individual client needs

- Work Experience Services (Wage Subsidy, Job Creation Project and unpaid Work Experience)
- Skills Enhancement Services (Skills Training, Academic Upgrading, Short Term Training)
- Referral to Self-Employment Services
- Customized Employment Services
- Job Search Services
- Ensure that upon assessment, clients are provided with the full spectrum of services available to them, as per WorkBC Employment Services Policy, and that Action Plans are updated/renewed and signed accordingly and in a timely manner
- Ensure client satisfaction surveys are offered to all Clients during key milestones
- Complete reports such as monthly Client Success Stories (mandatory) as dictated by Douglas College and submit for review to the Centre Manager
- Provide Job Sustainment Services, in accordance with WorkBC Employment Services Policy, to all Clients who achieve Employment, Sustainable Employment or secure Community Attachment
- Monthly Review with Centre Manager of your individual Key Performance Measures (KPM) to ensure that you are providing the right services at the right time for Clients
- Meet or Exceed Service Utilization targets as dictated by Douglas College for: Skills Training, Wage Subsidy, and Self Employment
- Ensure that all required documentation is in place to support the start and completion of all Client services
- Ensure that appropriate tracking mechanisms are in place and strictly followed to capture Client sustained employment at 4, 12, 24, and 52 weeks

RESOURCE AREA ASSISTANCE: The Career Coach will;

- Be willing and able to work in Resource Area (required)
- Ensure that they contribute to a warm and welcoming environment when greeting clients and visitors
- Check for new applications on the Online Employment System (OES) (replacing Client portal) within 1 business day and encourage Applicants to come into the Centre for Employment Supports, Assessments and Services
- Assist Clients to obtain mandatory BCEID account
- Review Client Needs Assessment to determine if there is an identified need for a Specialized Assessment or DRENA
- Provide all new registrants with a WorkBC identification card used for accessing self-serve resources and supports, answer queries and refer appropriately
- If assessed as not eligible, as per WorkBC Employment Services policy to, update the Client file in ICM and refer to the appropriate Community Services
- Ensure that all documentation is completed in the case file in accordance with the Funder's documentation standards, (eligibility for Self-Serve Services)
- When assessed as appropriate and eligible, encourage the Client to complete or re-apply for Case Management Services using their BCEID account and the Online Employment Services portal

- Ensure that regular/timely follow up is conducted with all self-serve Clients
- Assist clients with using WorkBC Employment Services self-serve computers, troubleshooting problems and/or challenges when required
- Meet or exceed key performance measures and performance outcomes as dictated by Douglas College

ADDITIONAL ACTIVITIES:

- Participate in weekly team meetings, strategic planning sessions and performance management reviews
- Must be ready, willing, and able to perform and/all tasks and services within the WorkBC Employment Services Centre including duties outside of core Career Coach job description (mandatory)
- Must be ready, willing, and able to deliver outreach services as dictated by Douglas College (mandatory)

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Fully understand and be able work within WorkBC Employment Services policies, procedures, and guidelines
- High level of knowledge of Catchment and Provincial Labour Market needs, demands and changes and ability to continually research and adapt to Labour Market trends
- Experience using on-line reporting and communication portals/databases, MS Office Suite, preference given to individuals with knowledge of existing Provincial Gov't systems (ICM)
- Commitment to continuous learning and development
- Ability to exhibit respect for clients, client diversity, and community partners
- Strong oral and written communication and interpersonal skills
- Ability to work in a fast-paced, performance-based work environment with shifting priorities and duties
- Proven ability to facilitate workshops as well as deliver presentations to a variety of audiences. Must be willing and able to provide group facilitation services
- An understanding of when and how to provide specialized assessments in accordance with Policy
- Ability to conduct, review, update and repeat the Disability Related Needs Assessment (DRENA)
- Demonstrated ability to interpret and implement WorkBC Policy
- Knowledge of WorkBC Employment Services Program and its mandate

TRAINING, EDUCATION AND EXPERIENCE

- Relevant Post-Secondary degree or certification or combination of experience and education
- Certified Career Development Practitioner (CCDP) Certification as asset

- Demonstrated ability to meet performance based targets
- Certifications in MBTI, Personality Dimensions and Job Club Leadership an asset

Minimum 3 years' experience:

- Providing customer service and resolving issues in person
- Interpreting & applying WorkBC Employment Services policy
- Conducting & interpreting client needs assessments and other employment related and specialized assessments
- Working with individuals with complex barriers and a wide range of cultural backgrounds

OTHER

- Must be a team player and be flexible in cross training and assisting team in a variety of positions (mandatory)
- Must be able to present required Criminal Record Check
- Fluency in French is an asset
- Salary range \$28 to \$32 per hour based on experience and credentials