

Job Developer
Full Time (35 hours per week)
WorkBC Employment Services
Central Okanagan
Comp: WORKBCCOJD
Closing Date: May 21, 2023

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 the Central Okanagan at the WorkBC Employment Service Centres.

We are seeking experienced Job Developers to work with Clients and Employers to facilitate Labour Market Attachment, within WorkBC Employment Services policies and guidelines, for Clients who are unlikely to find work through self-marketing efforts. The Job Developer ideally possesses in-depth knowledge of WorkBC Employment Services policy, Integrated Case Management (ICM) system and demonstrated skills and experience in effective communication and negotiation skills, 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.

Job Development Services may be provided from the WorkBC Service Provider's location and from locations within the community (such as small businesses and other employer locations) depending on the type of service and individual client need. Clients in Job Development Services who require intensive support for job retention and maintenance will also be provided with extended, post-outcome follow-up services that increase the Client's ability to maintain Employment.

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

KEY DUTIES AND RESPONSIBILITIES

Case Management:

- Eligibility determination – provide assessment services to determine the need for Job Development Services and document findings, including rationale, in Clients ICM file.
- Develop a plan that details the activities the Client will undertake while participating in Job Development Services. The plan must include the level of follow-up determined

appropriate prior to providing this intensive level of service.

- Primary Job Development services include:
 - working with Clients to establish potential employment opportunities;
 - providing individualized job marketing to employers;
 - arranging interviews and supporting Clients at job interviews as required;
 - negotiating job terms and conditions.

Job Retention and Maintenance Support:

- Provision of Job Coaching and Job Maintenance support - an individualized service provided to Clients and employers when the Client needs on-the-job support and guidance to successfully maintain Labour Market Attachment. These services are intended for Clients who are not likely to achieve success through employer training and support alone. Services include:
 - Conduct initial employer on-site visits to ensure the best working conditions for future employees;
 - Assisting the Client and/or employer to resolve issues that may impact the Client's ability to maintain employment;
 - Identifying and arranging for any accommodations and supports necessary for the Client to continue in employment;
 - Coordinate and facilitate required training that will support job retention, including on-the-job training
 - Providing any other supports the Client requires;
 - Monitoring the Client's employment on a monthly basis at a minimum, or more frequently where required;
 - Ensuring a transition to Natural Supports, specific to each Client and employer
- Create opportunities for employment by being solution oriented, proactively marketing specific clients to specific employers for direct job placement including, volunteer, part-time and full-time paid employment placements, job shadowing, informational interviews, and work experience placements. (Work placement options may include work experiences, Wage Subsidy, place and train, job shadowing, job carving, job simulation, job sharing, on-the-job training, volunteering, or part or full-time paid employment)

Community Involvement:

- Stay attuned to local community employment related venues and market WorkBC services on behalf of the centre
- Regular attendance/presentations at local Job Fairs and other employer related networking opportunities
- Represent Central Okanagan WorkBC and develop awareness through the marketing of WorkBC Employment Services programs and services within the given geographic area
- Attend business and community events including Chamber of Commerce functions and other community or employer-based trade shows
- Join local Business Associations and committees as appropriate Participate in the hosting of community and employer events

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
- Demonstrated experience in conducting and interpreting Client Needs Assessments; coaching and mentoring Clients; working with individuals with complex barriers and a broad range of cultural backgrounds; and building partnerships with employers, community agencies, and other stakeholders
- Experience in effectively marketing Clients, including Specialized Population Clients, and explaining the benefits to employers
- Experience in assessing the needs of an employer and a Client and making an effective match
- Able to negotiate financial supports with Employers, adhering to Ministry eligibility and policy criteria
- Communicate non-compliance issues to Clients/Employers and management in a timely and professional manner
- Strong ability to market centre employment services to potential employers or/ employer related forums, for example, Chamber of Commerce, employer networking linkages
- Ability to take a unique approach in coming up with ideas to meet Clients employment placement needs
- 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
- Comfort and proficiency using Social Media is an asset
- CCDP is an asset

OTHER

- Must be a team player and be flexible in cross training and assisting team in a variety of positions
- Must possess valid Driver's License
- Must be able to present required Criminal Record Check
- 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.