



Employment Resource Advisor – Port Hardy

North Island Employment is currently accepting applications for a part-time (Wed-Fri - 22.5 hours/week), in office Employment Resource Advisor position based in our Port Hardy office. This is an excellent opportunity to work with an award winning organization!

Who we are...

Connecting people with work since 1986. With over 30 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include: Non-profit of the Year by the Port Hardy Chamber of Commerce, Business of the Year (26-49 employees) and Diversity Leadership at the Campbell River Chamber of Commerce Business Awards of Excellence along with provincial recognition as Career Development Organization of the Year by the BC Career Development Association and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

Why Port Hardy and the Vancouver Island North Region...

Surrounded by majestic mountains and spectacular ocean views, Port Hardy and the Vancouver Island North region offers it all. Popular summer events and year-round world class recreational opportunities coupled with local health care, a School District with innovative programs, North Island College and truly affordable housing options, the Vancouver Island North lifestyle is unparalleled.

Communities across the Vancouver Island North region including Port Hardy are well networked with Highway 19 which connects with Campbell River, Nanaimo and Victoria. In addition, BC Ferries offers a number of different routes, connecting the region to Prince Rupert, Alert Bay and Sointula. Port Hardy also offers a number of daily scheduled flights to Vancouver from the regional airport and Pacific Coastal Airline.

Check out all the great things Port Hardy and the Vancouver Island North region has to offer by visiting: <https://myvancouverislandnorth.ca/> or <http://www.visitporthardy.com/>

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are able to quickly put people at ease and make them feel welcome and comfortable.
- You have strong communication skills and a strength-based approach.
- You are organized and have the ability to consistently manage your time.
- You love to learn new technologies, programs, and policies.
- You have excellent data management and documentation skills.
- Your sense of humor and compassionate way in which you treat ALL individuals immediately engages and sets the tone for an exceptional service experience.
- You work collaboratively with others in a dynamic environment

The Role...

The Employment Resource Advisor position reports to Regional Manager, Client Services and provides support and resources to Clients in the Resource Area. The position involves working in coordination with two Employment Counsellors and is a key role in client engagement within our service team. This position introduces clients to the information, tools and resources to help them with self-serve job search, labour market research and other employment related activities. This position also provides basic job search instruction and basic technical support.

Key Duties and Responsibilities:

- Provide Resource Area orientations and support Clients in the Resource Area to access: equipment usage/computer workstations with internet access; relevant software programs and templates for resume writing; Labour Market Information (LMI); telephones and fax machine; and photocopy machine.
- Support Client completion of online registration for a BCeID and services registration through the Online Employment Services Portal (self-serve)
- Refer clients to Employment Counsellors for consults and other levels of service delivery
- Assist Self-Serve Clients in the Resource Area to ensure they:
 - Are aware of all available services and supports related to achieving Labour Market Attachment or Community Attachment
 - Can locate and access employment-related information, resources and supports
 - Are aware of and support them in finding other community resources and government programs or benefits they may need
- Assist Clients with employment applications, interview preparation, interview follow-up, accessing self-serve workshops etc.
- Make available to Clients and Employers relevant print materials and on-line links to British Columbia LMI and other provincial and federal sources of up-to-date, accurate and relevant LMI such as the NIEFS, WorkBC, and Service Canada websites.
- Ensure users of the Work Support Centre are using facilities for job search related activities.
- Other duties as required.

Key Competencies:

- **Values.** Behaves consistently with clear personal values that complement NIEFS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices and professional behavior. Builds a respectful and client-centered workplace committed to maintaining privacy and confidentiality.

- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting ever-changing demands of clients, funders, employers, and other community stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership and initiative. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement in a highly complex environment.
- **Engagement.** Shows passion for the job and the mission of North Island Employment.
- **Effective Communication.** Fosters open communication, actively listens to others, speaks effectively and respectfully, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows policy, directions and procedures and ensures deliverables are met on time and according to agreed standards.

Qualifications – Knowledge, Education and Experience

- Grade 12 completion.
 - 3 years' experience in a customer services and/or experience in a community or social service organization working with a diverse clientele including individuals with complex barriers.
 - Experience working with scheduling and case management databases.
 - Strong keyboarding skills and ability to type a minimum of 40 words per minute.
 - Experience providing customer service and resolving issues both in person and in a virtual service delivery environment.
 - Valid driver's license and access to a vehicle.
 - Availability to work varied work hours including evenings and weekends.
 - Advanced working knowledge and experience with MS Office and navigating the Internet in various browsers and using it as a research tool
- OR
- A post-secondary certificate, degree or diploma.
A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

How to apply...

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

Completed applications will be accepted on an ongoing basis until the position is filled.

Please address all applications to:

North Island Employment
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