

**ETHOS Job Support Services Provider –
WorkSafeBC Provider Network
JOB DESCRIPTION**

Reports to: Director of Programs and Services

As a member of the WSBC Provider Network, the ETHOS Job Support Services *Provider* delivers employment counselling, job coaching, job placement and direct assistance to clients (workers), at a level dependent upon the referral services requested by WorkSafeBC (i.e. resume/cover letter, job search skills, individualized/supported job placements).

RESPONSIBILITIES

Counselling (Job Search/Placement Services only)

- Counsel workers regarding accessing hidden job market, networking, interviewing, references, job search (all media types including online), responding to job postings, and time management strategies
- Support workers to overcome identified barriers to employment and in making progress towards realistic and meaningful career/employment objectives identified on referral by WSBC Vocational Rehabilitation Counsellor (VRC)
- Provide supportive counselling to develop positive plans of action for obtaining and maintaining employment
- Assist workers to locate appropriate community resources, job search material, print resources and/or internet applications

Connect Workers with Employment (Placement Services only)

- Assist workers to apply to job postings; in-person, online, and/or via email as required (depending upon worker computer literacy/language barriers, provider may be required to apply on worker's behalf)
- Facilitate interviews and meetings between workers and potential employers
- Arrange work placements; provide follow-up job coaching, as required
- Monitor placements to ensure that both worker and employer needs are being met
- Conduct three month follow-up on all employed workers for durable placement eligibility
- Contribute to a catalogue of local employer information, including location, contact names, current number of staff, types of positions and hiring practices

Build Relationships with Employers (Placement Services only)

- Utilize the employer catalog to access and follow up on employment leads
- Connect with businesses and employer workplaces to identify sources, prospects and job leads
- Conduct research to obtain valuable information on how local employers hire
- Create opportunities for employment, including part-time and full-time paid employment placements and informational interviews

Administration (all services)

- Obtain worker consent(s) during first meeting; maintain records and complete required reporting adhering to all timelines, per the ETHOS Intranet – WorkSafeBC Personnel page resources and materials; upload completed reports and supporting documents to Worker webpage; notify ETHOS when uploads are ready to send to WSBC
- Create professional résumé, cover letter, and reference list and provide to worker (both electronic and hard copies) within 5 business days of intake appointment
- Complete mutually agreed upon SMART action plans throughout service period to support worker to employment
- Ensure strict adherence to worker privacy, confidentiality and all other professional codes of conduct (refer to WSBC FIPPA Fact Sheet on Intranet)

Build Positive and Professional Relationships with WSBC Staff

- Connect with Vocational Rehabilitation Consultant (VRC) in a timely manner if requested on referral form, or anytime additional information is requested
- Adhere to and respect decisions and instructions provided by VRC in-person or on referral documentation
- Provide additional updates (as required) for job placement, work assessment approval, workplace accommodation requirements and other Hire a Worker initiatives as approved by VRC

QUALIFICATIONS

- Post-Secondary Degree in a related discipline and CCDP with minimum 2 years' directly related experience in the provision of job search skills, resume and cover letter preparation and job placement services or
- An equivalent combination of education and experience
- Preference for CRC/CCRC, RRP, CVP, MCVP, CVRP or alternate related designation.