



**External Posting
WorkBC Services Specialist
Greater Victoria**

GT Hiring Solutions 2005 Inc. is seeking to fill the position of **WorkBC Services Specialist** under the WorkBC Employment Services Program in our Greater Victoria catchment.

GTHS has been a leading provider of high quality employment services on Vancouver Island since 1994, with a mission to work to improve the lives of our Clients by helping them achieve their employment goals while delivering exceptional services. We do so by having fun, being innovative, and championing our team. Placing principles before profit, we are held accountable to the collective conscience of our team, partners and the communities in which we live and work. Openness, honesty, a respectful workplace, as well as a sincere desire to see people and communities grow are the underlying principles that drive all of our actions.

Scope and Purpose

Instrumental in establishing the foundation for the Sustainable Employment outcomes of the Clients, the **WorkBC Services Specialist** will be responsible for providing both virtual and in-person WorkBC Assessments and Case Management for Clients interested in Case Managed Services. This key role will have a depth of knowledge and experience in both Assessment and WorkBC products and services as it relates to all Client Inclusion Groups, and allows for the development and maintenance of an ongoing and meaningful rapport with Clients throughout their successful participation in the WorkBC Employment Services program. Effectively managing Client cases, this position will essentially 'know it, tell it and sell it' as it relates to the management of Client cases; and the support, motivation and monitoring required therein.

Required Minimum Experience, Knowledge, Skills and Abilities

- Post-secondary degree, diploma or certificate in a relevant field (e.g., career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management);
- Two (2) or more years of related experience in the employment services, counselling or other support services industry;
- Working towards or holding an associated relevant professional certification (i.e., CCDP, RRP, etc.) is preferred
- Capacity to effectively conduct and interpret Client needs assessments and employ exploration tools for all Client Inclusion Groups, in accordance with individualized Client needs and abilities
- Demonstrated experience in the delivery of Life/Essential Skills Training
- Appropriate accreditation and demonstrated experience in the delivery of Personal Counselling would be an asset



- Demonstrated experience providing services and support to individuals with complex barriers, including barrier identification and resolution;
- Extensive knowledge of job search and networking strategies;
- Experience in, and the ability to, successfully coach and mentor Clients to gain effective job search tools and strategies;
- Ability to build and maintain a network of partnerships with local employment and community agencies, employers, social service & referral programs, and other relevant stakeholders;
- Excellent communication skills (oral and written);
- Proven ability to successfully work with and support individuals from a broad range of cultural backgrounds based on a sensitivity to and understanding of the unique challenges they may face;
- Strong administrative skills and computer proficiency with specific emphasis on MS Office (Word, Excel, Outlook) and customized databases;
- Alignment with and ability to display GTHS' organizational core values of: integrity, excellence, continued growth & development, compassion, partnerships and passion; and,
- Multilingual (English plus French or another language) ability to communicate effectively with Clients, both verbally and in writing is preferred.

Please Note: A clear criminal record check and/or certified criminal record report including vulnerable sector check is mandatory from your local police department. (Can be dated within the past 12 months)

Competitive salary and benefits offered.

Please respond by email with the position identified as **ServicesSpecialistVictoria1** in subject line and attach a cover letter and resume outlining your experience and qualifications. Applications must be received by **4pm on Wednesday, April 24th, 2019**. Please send your application package to hr@gthiringsolutions.ca

GT Hiring Solutions values the diversity of the people it hires and serves, fostering a workplace in which individual differences are recognized, appreciated, respected and responded to in ways that fully develop and utilize each person's talents and strengths and better serve our community. Applications from qualified candidates of all backgrounds are encouraged for this posting.