

PQCHC – JOB POSTING

**PQCHC is an equal opportunity employer and values diversity in its workforce.
 If at any stage in the selection process you require an accommodation due to a disability,
 please let us know the nature of the required accommodation.**

JOB TITLE:	Bilingual Employment Counsellor	JOB #:	2020-0032
Status:	Permanent position	Hours:	35 hours/week
Benefits and eligibility:	Cost-shared health and dental benefits, HOOPP pension enrolment, leave benefits	Pay scale:	\$28.039-32.987/hour
Application deadline:	Friday June 12, 2020 at 12:00pm		

PLEASE APPLY DIRECTLY ON OUR WEBSITE
www.pqchc.com

Job Summary

The Employment Counsellor is responsible for delivering employment services geared to the needs of specific target groups within the full-suite employment model. The model includes the following components: Client Service Planning and Coordination, Resource and Information, Job Search, Job Matching, Placement and Incentives, and Job Retention. This position is responsible for working one-on-one with assisted service clients of the various employment services programs under Employment Services.

Job Specific Responsibilities

1. Direct Client Service

- Provides direct one-on-one support to clients/families in a client-centred manner.
- Manages client caseloads.
- Performs assessments for clients/families.
- Reduce barriers to access for the populations served by the program.
- In partnership with the client and/or relevant stakeholders, develops reviews and monitors client care plans.
- Supports clients in their job search.
- Assists clients/families to build support networks.
- Provides assistance with intake/assessment processes.
- Establishes and maintains positive and supportive relationships with clients/families.
- Provides information and resources to clients/families.
- Provides financial supports to clients/families in keeping with program guidelines.
- Problem solves difficulties and celebrates successes with clients/families as appropriate.
- Participates in regular chart reviews and case conferences.
- Performs client follow-up as per program guidelines.
- Maintains awareness of current issues and developments in the respective field.
- Liaises with clients/families and external resources/organizations as required.
- Establishes working relationships with relevant agencies/services that support client needs.
- Makes referrals to other staff and/or agencies pertaining to relevant client issues.

2. Administration

- Maintains electronic/paper client records and protects the confidentiality of the information.
- Participates in regular chart audits and reviews.
- Assists in maintaining the program database by entering data, generating reports, supporting analysis, and regular auditing of data integrity.
- Assists in compiling and maintaining program resources.

HUMAN RESOURCES

Pinecrest-Queensway Community Health Centre

1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7

Fax: 613-288-3407 email: hr@pqchc.com (Microsoft Word format only)

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.

Only candidates selected for interviews will be contacted.

- Assists in preparation of program and promotional materials and other documents as assigned.
- Monitors client attendance and generates reports as required.

3. Human Resources

- Contributes to volunteer recruitment, screening, orientation and training.
- Provides support and assistance to volunteers and/or placement students.
- Covers-off volunteers/or placement student duties as required.

4. Teamwork and Collaboration

- Provides resources and support to program staff pertaining to specific client issues.
- Assists in the development of program specific policies and procedures/guidelines and in the overall planning and development of the program.
- Attends and participates at team and general staff meetings as scheduled.
- Participates in the evaluation component of the relevant program.
- Maintains effective communication of information among internal and external stakeholders.
- Participates in staff development as appropriate to the position.

5. Program Support

- Assists in promotional activities and client recruitment/outreach.

Qualifications

1. Education

- Bachelor Degree in Social Sciences or related field or equivalent combination of experience and education.

2. Professional Experience

- 3 to 5 years experience in the following areas:
 - employment counseling in related field
 - experience in employment related initiatives

3. Key Competencies

- Knowledge of issues, trends and legislation in the employment field and the labour market.
- Certified in, or have demonstrated knowledge of common assessment tools.
- An understanding of the factors affecting employability.
- Knowledge of adult learning principles.
- Knowledge of community and social service resources, in particular services for job seekers.

4. Linguistic Profile (for Centres with French Language Service Designations)

- Under the Centre's designation to provide French Language Services
- Based on New Avenues Linguistics Rating Scale: A+ (highest skill) to C- (lowest skill)
 - French (oral expression): A+ (required)
 - French (oral comprehension): A+ (required)
 - French (reading comprehension): A+ (required)
- Other languages an asset.

5. Personal Suitability/Other Requirements

- Flexible hours, particularly evenings on a rotating schedule.
- Communication skills, both oral and written, for a variety of audiences.