

Position: **Employment Coach**

Program: **NetWorks Employment Solutions**

Reports to: **Program Coordinator**

Bargaining Unit: **HEU**

Benchmark Match: **Supported Employment Worker (81802) Grid 10**

Scope and Level Definition:

Assists individuals with mental illness and/or addictions to obtain employment within the community by performing activities such as locating prospective employers, facilitating placement of clients, and assisting clients to become job ready. This process includes job search, applying for jobs, resume and cover letter writing, interview practice, symptom management, vocational counselling, and referral to community resources.

Support clients working in the community to maintain their employment and improve their job experience through ongoing support, coaching, and education of client and employer.

Typical Functions and Responsibilities:

1. Work independently in the community, meeting clients in the community at locations of their choice – 70% of coaches work should be outside of the office.
2. Interview clients to identify interests, skills, employment and education history, and potential barriers to successful employment.
3. Refer to other programs and services as required and provide information regarding available community resources.
4. Locate prospective employers in the community appropriate to clients' work profiles by following up on referrals, making cold calls, networking, and developing partnerships with government recruiting bodies and employment programs.
5. Market NetWorks to prospective employers and develop related promotional materials.
6. Evaluate available employment, match clients in accordance with client work profiles and abilities and market clients to employers to secure employment.
7. Assist clients to become job ready by providing coaching in employment-related areas.
8. Provide on-site support to clients.
9. Follow up with clients and employers to monitor the quality of placements. Assist employers to work with clients by providing education and information and negotiating accommodations, where appropriate.
10. Ensure close and ongoing communication with case managers and/or other appropriate professionals through regular contact (e.g. attending case and team meetings as agreed) in order to integrate vocational goals into mental health treatment.

11. Complete and maintains related records and documentation such as reports on clients' skill levels and progress towards goals and objectives.
12. Perform other related duties as required.

Qualifications:

Education, Training and Experience:

- Bachelor's degree in Health, Social Services, or Career Counselling/Vocational Rehabilitation
- Recent, related experience of two years
- Training in Suicide Prevention and Motivational Interviewing

Competencies, Skills and Abilities:

- Familiarity with Individual Placement and Support (IPS) model of Supported Employment
- Caseload management of at least 30 clients
- Assertive outreach to clients
- Ensure clients initial appointments are set within one week of referral
- Knowledge and implementation of psycho-social rehabilitation practice
- Knowledge of the symptoms of mental illness, with attention to: Schizophrenia, Bipolar Disorder, Anxiety Disorders, Schizoaffective Disorder, and Borderline Personality Disorder
- Knowledge of substance abuse issues
- Liaising with mental health professionals and community resources
- Ability to effectively support clients to establish goals
- Marketing and promoting clients and the program
- Client advocacy
- Ability to work independently, outside of an office environment while maintaining accountability, and managing files and communication requirements
- Completing vocational assessments and creating employment plans
- Violence prevention
- Suicide Intervention (ASIST Preferred)
- Valid Class 5 BC Drivers license, use of one's own vehicle, and business use insurance with a minimum of \$2 million liability.

Technology Competencies

- Software literacy: Microsoft Word, Excel, Outlook
- Email and internet use
- Electronic case management
- Network file system
- Smart phone literacy