

Job Class Profile: Career Development Specialist**Pay Level: CG-34 Point Band: 742-765**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	3	4	5	5	1	2	
Points	280	83	13	14	120	108	103	21	21	763

JOB SUMMARY

The Career Development Specialist provides professional employment and career counselling and planning with a variety of clients utilizing a case management approach. Work with clients to develop an employment action plan with a goal of achieving a long term attachment to the labour market. Work involves referring clients to employment/career and training programs, the provision of related job search and labour market information, networking with community agencies and promoting employment and career related programs through counselling, presentations and workshops.

Key and Periodic Activities

- Provides employment and career counselling to a variety of clients including youth, displaced workers, older workers, persons with disabilities and other employment disadvantaged persons. Assists clients with the development of an employment action plan to obtain a long term attachment to the labour market.
- Completes assessments on clients to gather education and employment history.
- Assists clients with interview and job search techniques, resume and cover letter writing.
- Receives client referrals and refers clients to community agencies for services, programs and funding.
- Advocates on behalf of clients for employment funding, short term training requests, mobility aids, skills enhancement, etc.
- Determines client eligibility for various programs (i.e. Labour Market Agreement for Persons with Disabilities, Linkages, Supported Employment, Student Work and Service Program (SWASP), Graduate Employment, and Student Employment).
- Prepares and delivers a variety of workshops and presentations related to labour market information, employment readiness skills, and career and employment information sessions.
- Updates a variety of computer databases with client information.
- Liaises and networks with community partners, businesses and various government departments.
- Monitors ongoing client interventions and tracks progress through the Client Referral Management System (CRMS).
- Provides assistance in the Career Work Centre through the provision of job search assistance,

Key and Periodic Activities

- resume writing and labour market research.
- Monitors budgets related to client involvement in career and employment programs and specific program budgets (i.e. Supported Employment).
- Participates in mock interviews with clients.
- Participates in career fairs and job expos.
- Participates in various committees.

SKILL

Knowledge

General and Specific Knowledge:

- Career and employment counselling tools and techniques.
- Employment and career-related programs and services available to clients.
- Effective presentation development and techniques.
- Technology related to career counselling (i.e. resume writers, internet resources).
- Labour Market trends and developments.

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in related field (i.e. Social Work, Social Sciences, Education).

Years of Experience:

- Minimum: 1 to 2 years of experience.

Competencies:

- Strong counseling, networking and presentation skills.
- Research skills.
- Organization and effective leadership skills.

Interpersonal Skills

- A range of interpersonal skills are used to listen attentively and ask questions to clients during the interview process to gain information related to educational and employment history; provide expert career and employment counselling and advice; gaining the co-operation of clients in the development and implementation of an employment action plan; providing career, employment and labour market information to clients; coaching and mentoring clients regarding job search and interview process; promoting the use of career related tools, techniques and web sites to assist with developing a career plan; conducting formal presentations regarding career and employment programs and services and maintaining community partnerships.
- Communications occur with employees, peers, supervisors and clients/general public to provide career counselling services. Interactions also occur with external stakeholders and with contractors/suppliers, students, internal and external department executives, and professional associations.
- The most significant contacts are clients, co-workers, community agency staff and

supervisors/managers.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue, requiring periods of rest.
- Occasionally requires physical handling of materials weighing up to 25 lbs. for presentations or setting up booths for career fairs and job expos.
- Sitting is a constant requirement when providing employment and career counselling to clients and completing computer work such as tracking client progress through the career/employment action plan.
- Occasionally work requires standing, walking and driving.
- Fine finger or precision work is constantly required when entering client information into databases.

Concentration

- **Visual** concentration is required when entering client and career/employment related information into a computer as well as writing and reviewing resumes and cover letters with clients for appropriate content, spelling and punctuation.
- **Auditory** concentration, including active listening, is required when counseling clients to overcome employment barriers; referring clients to external agencies and programs/services and in the provision of appropriate employment and career services.
- Entering client information into databases is **repetitious** however requires **alertness** as accurate information is vital. (i.e. determining eligibility for programs such as wage subsidies).
- **Time pressures and deadlines** exist when submitting client reports or applications for career and employment programs; entering client budgets with specific deadlines; assisting clients to meet closing dates on employment opportunities.
- **Interruptions** occur when clients drop in or phone unexpectedly or when managers require reports, statistics or program information. **Lack of control over work pace** is also affected.
- A requirement for **exact results and precision** exists when entering budget information into the Client Automated Pay System (CAPS) as well as providing case management notes when tracking client progress through an employment action plan.

Complexity

- The nature of work includes repetitive and well-defined tasks and activities which are different but related to career and employment counselling. Work involves a wide variety of situations, as barriers to employment vary depending on the circumstances of the client. Therefore there is limited opportunity to use standardized solutions. Solutions to problems are regularly provided through a team setting.
- Problems or challenges tend to be unique and relate to the employment barriers faced by clients and how to overcome those barriers to gain meaningful employment. The nature of employment barriers need to be identified through the counseling process and solutions identified to overcome those barriers. Solutions may include skills enhancement, additional training, employment accommodations, financial assistance for child care or transportation or assistance with job search, resume/cover letter writing and interview preparation.

- Many references are available to assist with addressing problems and include policy manuals, departmental acts and regulations (i.e. Income Support), co-workers and supervisors, on-line resources and employment program guidelines and regulations.

RESPONSIBILITY

Accountability and Decision-Making

- Approves employment development supports (such as in province transportation, stipends, start up allowances, supports for work clothes, tools and equipment or short term training such as First Aid) up to \$5,000.00 (cumulative total over 36 months) per client which are required to implement a client's employment plan.
- Independently conducts career and employment counselling and monitors client progress through an employment action plan.
- Refers clients to external agencies/programs.
- Requests for funding and eligibility under the Labour Market Agreement for Persons with Disabilities; Job Trainer and Purchase Support Applications, short term training initiatives which are not student aid eligible, project approvals (i.e. Linkages) and any change in funding requires supervisory approval.
- Training and travel is subject to supervisory approval.
- Discretion is exercised in negotiating funding needs of clients within policy (i.e. Transportation for Adult Basic Education is \$5.00 per day but depending on the distance travelled, can approve up to \$20.00 per day). Discretion is also exercised when assessing third party contracts (i.e. Linkages); sharing or releasing confidential client information with third parties and determining a client's readiness to participate in training or employment programs.

Impact

- Impacts are felt within the immediate work area, department and on the clients receiving employment and career counselling and related services.
- Results of work activities impact career and employment related information, processes and systems including Client Automated Pay System (CAPS), finances such as program budgets, human and material resources and corporate image. Positive impact on clients could occur should they gain a long term attachment to the labour market.
- Consequences of errors are felt by co-workers who work with client budgets and make payments (i.e. Client Service Officers); by clients as they may not be approved to attend training programs or there may be delays in receiving funding for books or tuition and payments to community partners to offer programs such as Linkages.
- Errors could directly impact program budgets.
- Checks and balances are built into CAPS which allows approval amounts for staff and management.

Development and Leadership of Others

- Does not have responsibility for the supervision of staff.
- Provides advice, guidance and training to co-workers and new staff regarding departmental career and employment related programs and services on an as needed basis.

WORKING CONDITIONS**Environmental Working Conditions**

- No special precautions or safety equipment required.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injury or illness resulting in partial disability.
- Occasionally exposed to dirt, dust, distracting noise and computer glare.