

**Job Class Profile: Regional Career Information Officer****Pay Level: CG-37 Point Band: 814-847**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	2	4	5	5	5	2	2	
Points	280	83	13	19	150	108	103	43	21	820

**JOB SUMMARY**

The Regional Career Information Resource Officer is responsible for coordinating, developing and managing a career support service to the public and assists professionals in a region of the province. Work involves management of a regional Career Information Resource Centre, provision of counselling and training information services including the Career Development Partnership Initiative (CDPI) and coordinating those services through a regional network of government and community based partners.

**Key and Periodic Activities**

- Supports employers and workplaces to identify human resource related issues and challenges (i.e. recruitment and retention, industry adjustment) and works in partnership with government agencies and community organizations to address issues on a regional level. May involve providing assistance with human resource planning; providing best practice strategies for recruitment and retention and information on HRL&E resources and services.
- Conducts and provides labour market research to employers and community partners and may involve specific industry research, trends and activities. Develops and delivers Labour Market Information and career development presentations.
- Develops and implements labour market and career information services offered through Career Work Centres. Develops service standards and guidelines for Career Work Centre services.
- Develops labour market partnerships with employers, government departments, community agencies and post secondary institutions to support program development aimed at addressing skill shortages and increase employment opportunities for the general public.
- Reviews existing programs and services to identify gaps in services.
- Develops and coordinates delivery of workshops, seminars and in-service training for community agencies related to labour market information, programs and services.
- Acts as departmental representative on a variety of committees.
- Compiles and tabulates statistics related to Career Work Centre usage. Reviews resource materials.
- Develops and delivers career development sessions for schools with a focus on course selection, labour market, job search, career decision-making and the use of online assessments.
- Conducts needs determination as it relates to career development in the education system by

### Key and Periodic Activities

- analyzing career development needs in consultation with key stakeholders and industry experts. Develops workshops based on the needs assessment.
- Builds collaborative relationships with community agencies and school representatives (i.e. teachers and guidance counsellors) to promote career development.
- Researches, reviews and obtains resources to support career planning for schools.
- Provides information to school representatives on all aspects of career development including post secondary, financial resources and Labour Market Information.
- Promotes best practices in career development among teachers, guidance counsellors, community agencies and employers.
- Develops and coordinates career development related professional development opportunities for school staff.
- Provides enhanced services to areas affected by downward workforce adjustment (i.e. business closures or downsizing).
- Provides guidance regarding community proposals for HRL&E programs and services.
- Completes monthly reports

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Labour Market Information and employment trends.
- Career Development and Career Planning.
- K – 12 Education system.
- Human resources related information (i.e. Human Resource Planning, Employee recruitment and retention).

#### Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in the Social Sciences or Business Administration

#### Years of Experience:

- Minimum: 4 – 5 years

#### Competencies:

- Presentation and facilitation skills
- Analytical and research skills
- Computer skills
- Communication skills
- Writing skills

### Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from employers, community partners and the general public to determine needs relating to career, employment and labour market programs and services and human resource related issues and challenges (i.e. recruitment and retention, industry adjustment related to closures or downsizing); asking

questions to gather additional information or for clarification; providing routine and complex information regarding programs and services; promoting career development and community/industry partnerships, the use of Career Work Centres as well as the programs and services offered by the Department of Human Resources, Labour and Employment; gaining the cooperation of others in research and partnership development and providing expert labour market advice.

- Communications occur with co-workers and staff in the immediate work area and throughout the department; with supervisors and managers and other government representatives as well as clients and the general public which include employers and community/industry partners.
- The most significant contacts would be representatives from employers, community groups, teachers and guidance counsellors; co-workers especially within Career Work Centres and supervisors and managers for input and direction regarding programs and services.

## EFFORT

### Physical Effort

- Work demands typically do not result in fatigue, requiring periods of rest.
- Lifting and moving of presentation materials and equipment including laptop computers, projectors, display boards and resource materials weighing up to 25 lbs. occurs occasionally.
- Sitting, standing and walking are regularly required to perform work duties. Work requires sitting at a computer for long periods of time to conduct research and to read and analyze a variety of information including labour market information. Standing and walking are required to conduct presentations as well when working in Career Work Centres. Driving is occasionally required to attend meetings with community and industry partners.
- Fine finger work is required to complete computer related tasks including research and to develop presentations.

### Concentration

- **Visual concentration** is required to operate a computer to develop presentations; write reports and conduct employment and labour market research.
- **Auditory concentration** is required to effectively listen to clients (i.e. employers, members of the general public) to accurately assess needs and provide related assistance as well as to listen to students during school presentations.
- **Alertness for the health and safety** of clients accessing Career Work Centres is required.
- **Repetition requiring alertness** is evident when researching labour market information and when compiling presentation materials.
- **Time pressures** exist to organize and conduct school workshops; to compile month-end statistics; when involved with employer downsizing and to respond to requests for labour market information from clients, community/industry partners and colleagues.
- **Lack of control over work pace** occurs in cases of industry adjustment situations which take priority over other work. School calendar of events must be considered when working in the school environment.
- **Eye hand coordination** is required to complete computer work.
- **Exact results and precision** is required to compile, analyze and provide accurate and current

labour market information. Validity and reliability of data to be presented requires verification.

### **Complexity**

- Work involves a series of tasks and activities that are different and require a broad range of skills and knowledge.
- Work related challenges/problems typically must be defined with practical solutions found; require problem definition and analysis which sometimes requires the development of complex solutions.
- Typical challenges/issues vary depending on the nature of the work performed but may include: assessing human resource needs of employers and working with employers to determine the best approach to service provision (often relates to employee recruitment and retention); assisting employers to access HRL&E funding sources; developing ideas to meet the unique needs of students and using career development concepts and applying them within the educational system.
- References available to address typical challenges and issues include co-workers and supervisors as work sometimes requires a collaborative effort to reach solutions; available research for information sharing; industry partners, departmental policies and procedures and program specific guidelines and eligibility requirements for a variety of employment related services.

## **RESPONSIBILITY**

### **Accountability and Decision-Making**

- Work tasks and activities are somewhat prescribed or controlled as broad departmental guidelines, regional work plans and strategic direction are in place and key work areas have been identified, however daily work tasks are completed independently.
- Independent decisions are made related to the career development and planning needs of schools and students; to organize and participate in meetings with colleagues, clients and industry/community partners; to the physical set up of Career Work Centres; to lead the development, delivery and coordination of Career Work Centre services; to develop and deliver information sessions and workshops and to consult with employers to identify human resource related issues and challenges including recruitment and retention and industry adjustment.
- Decisions requiring supervisory approval would include financial purchases beyond petty cash; partnering in new initiatives on behalf of the department; participation in training opportunities and conferences; travel commitments; scheduling staff for Career Work Centres; final approval for the implementation of programs and services (may require provincial office approval).
- Discretion and judgment are exercised to work independently on individual work plans where related duties are self-managed; to promote departmental programs and services; to develop and deliver presentations to community and industry representatives; to evaluate school and student needs as they relate to career development; to work with clients at Career Work Centres and to conduct labour market research.
- High degree of discretion and judgment are exercised in building and maintaining community and industry partnerships to promote career development; when working with industry adjustment situations and when providing assistance to employers experiencing skills shortages, recruitment and retention issues to ensure confidentiality.

**Impact**

- Results of job tasks and activities are directly felt within the immediate work area (could be a school environment or Career Work Centre); within the department as work may impact a variety of HRL&E programs and services and outside the department as work typically involves employers, community partners, schools and students and the general public.
- Results of work tasks directly impact information in terms of labour market research; material resources including presentation materials; human resources when working with employers experiencing recruitment and retention difficulties and corporate image since work involves providing a highly professional service in the awareness and delivery of HRL&E programs and services to employers and community/industry representatives.
- Consequences of mistakes or errors are felt within the immediate work area, department, outside the department and on clients and members of the general public. Mistakes in service delivery at a Career Work Centre would directly impact clients accessing programs and services and co-workers may be misinformed and less prepared to provide appropriate services as a result; the provision of inaccurate labour market information could also negatively impact clients, employers and corporate image as well as programming decisions and community/industry partnerships. Finances may also be impacted by mistakes in terms of wage subsidies available and other funding services.
- Mistakes or errors are typically identified and resolved quickly.

**Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Development and leadership responsibilities exist to provide advice and guidance to co-workers and staff within Career Work Centres. May provide orientation to new staff and act as a resource person.
- Participates in projects which may involve coordinating activities and responsibilities among staff. Projects may be related to promotional events and initiatives at Career Work Centres or special events at schools such as youth forums and informational fairs.

**WORKING CONDITIONS****Environmental Working Conditions**

- No special precautions or safety equipment is required.
- Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injuries resulting in partial or total disability.
- Occasionally exposed to computer glare. Occasionally required to travel for meetings with industry and community partners and to schools to conduct presentations which may involve travelling in adverse weather conditions.