



Employment Services Officer (Client Services Officer)

Location: St. John's

Job Opening ID: 11361

Permanent, Full-Time

Commencing: As soon as possible

Deadline to Apply: March 03, 2020

PUBLIC POSTING

Job Information

DUTIES: The Employment Services Officer is a front-line human services professional that provides comprehensive and quality services to individuals who wish to access programs and services within Employment Services. This position involves ongoing case management services, as well as determining a client's initial and continuing eligibility for services. The Employment Services Officer will be responsible for providing employment planning services in the areas of job search, job maintenance, job placement and career decision-making. Duties include, but are not limited to: conducting a needs determination with individuals to obtain employment history, educational background, career goals, etc.; assisting individuals in developing an employment action plan to obtain a long term attachment to the labour market; assisting individuals with interview and job search techniques, resume and cover letter writing; referring clients for further assessment when required; referring clients to possible funding sources; and on-going support, monitoring and follow-up of client progress. The Employment Services Officer will also participate in the delivery of individual and/or group workshops and provide assistance in the resource centre as needed.

QUALIFICATIONS: The successful candidate will be able to demonstrate knowledge of human services delivery practices, preferably in the area of career planning and development. Candidates must also be knowledgeable of the local labour market. Candidates must have case management skills and have the ability to interact and build effective relationships with employment-seeking individuals, as well as community stakeholders, employers and service providers. Candidates must employ strong time management skills, utilize excellent communication (oral and written) skills and have the ability to maintain confidentiality. As this is a client services position, candidates with front-line client service skills who strive for quality and outcomes are essential. The required skills and knowledge would have been obtained through successful completion of a Degree in Social Sciences, Business or other related field supplemented with case management experience.

SALARY INFORMATION - CG-E33 - \$50,687 - \$56,382 per annum (*Classification under review.*)

College of the North Atlantic is an Equal Opportunity Employer.

The successful candidate will be required to provide a recent Certificate of Conduct.

Please apply online complete with resume at www.cna.nl.ca. Proof of credentials and names of three professional references, including a current supervisor reference, will be required as part of the interview process.

Candidates must clearly demonstrate in their resume that they meet all of the required qualifications. Failure to do so may result in a candidate being screened out of the competition.

For questions regarding this job opening, please contact Sergio Deleon, Human Resources Consultant at sergio.deleon@cna.nl.ca or by phone at (709) 758-7229.