



Job Description:
Employment
Counsellor

Ontario Network of Employment Skills
Training Projects (ONESTEP)



Employment Counsellor

How to Use this Tool:

This tool is not intended to be used in its entirety. Rather, its purpose is to provide a framework for developing a job description that is customized to the unique needs of your organization. As you review the tool, select only those functions / requirements / competencies / skills and abilities that are relevant to the particular position you are reviewing, keeping in mind the position as it actually exists in your organization.

This document includes descriptors for creating a job description.

Possible uses for this tool:

You may find this tool useful when:

- Creating a job description
- Recruiting, interviewing and hiring new candidates
- Appraising the performance of employees
- Identifying staff training and development needs

JOB DESCRIPTION: Employment Counsellor

Job Summary

The individual in this position will assist clients in getting a job, keeping a job and/or acquiring a better job. They will provide professional advice to clients who want job search guidance, career advice or placement. The main objective is to develop an employment plan of action and follow through with appropriate interventions where deemed necessary. They will also help clients access other services they may want or need, including those of community partners.

Other Job Summary Descriptors

- Conduct intake assessment
- Assess employment skills and relate them to existing jobs
- Identify barriers to employment
- Provide documentation and coaching
- Guide, listen
- Counsel
- Coach
- Facilitate and empower clients to find employment
- Provide referrals
- Facilitate and develop workshops and information sessions%

Essential Functions

- Be thoroughly familiar with electronic, print and other resources that may be used in making helpful career and job search suggestions to clients. Uses this knowledge to determine which resources will benefit individual clients.
- Provide job search guidance and career advice.
- Listen to each client request and provide professional advice to help each client decide the best services for themselves.
- Assure that the client understands the next step in receiving services from the agency or other community resources.
- Provide direct job matching of postings with the client's skills and work requirements, and offer qualified job candidates the opportunity to interview for posted jobs.
- May check with the candidate or the employer to assess quality and success of the referral.
- Provide local labour market information – what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/industries – give advice on how best to apply.
- Be knowledgeable of current local labour market information, including:
 - 1) Employers and industries in the region and near a local office, including the largest employers and key industries;
 - 2) Skills, education and experience area employers require and prefer, including skills and experience needed for growth occupations in key industries;
 - 3) Usual means of entry into area companies, industries and occupations, including the area's key employers and industries, and how to apply for work there;
 - 4) The funder's targeted industries and high-skill, high-growth occupations, and detailed information about entry into these industries and occupations.
- Provide appropriate and relevant labour market information to help a client in their job search.
- Be knowledgeable of and able to use information about transferable skills from one industry or occupation to another, to advise a client.
- Help clients to access basic self-directed services through effective use of the resource library.
- Provide resumé advice; suggest resumé formats and help in determining how and where resumé are sent.
- Be thoroughly familiar with electronic, print and other resources that may be used in making helpful career and job search suggestions to clients. Use this knowledge to determine which resources will benefit individual clients.
- Use good judgment when suggesting to a client that they may benefit from individual help from agency office staff specialists or other community partners.
- Enter information concerning client service and outcomes in the appropriate management information systems.
- Carry out special projects as requested by his/her supervisor or manager on or off site.

Other Function Descriptors

- Time management skills
- Writing reports
- File management
- Case management
- Outreach / marketing skills
- Employment action plan development
- Resumé writing
- Workshop facilitation
- Job coaching and building trusting relationships
- Employment related life skills
- Building rapport with clients
- Soft-skill development
- Knowledge of labour market
- Customer service
- Effective documentation
- Advocate on behalf of clients
- Performing follow-up
- Research techniques

Education Requirements:

- Post secondary degree/diploma in a related field (i.e., career development, employment counselling, psychology, social work)

Training Requirements:

- Life Skills
- Common Assessment
- Safe Talk
- Health and Safety
- Mental Health Training
- NOC Knowledge

Additional Knowledge Requirements

- Knowledge of the workplace, jobs and requirements for entry into those jobs.
- Labour market Information
- Resource availability
- Diversity and inclusion
- Common assessments
- Cultural diversity
- Funder guidelines
- Sector-specific resumés
- Various job functions across industries
- Employability dimensions

Additional Experience

- Computers
- Volunteering
- Facilitation/training
- Professional communication
- Managing internships
- Experience in dealing with multi-barrier clients