



Competency Profile: **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 competency model 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 outlines competencies and corresponding skills and abilities for the Employment Counsellor position. A competency model outlines the desired behaviours required to perform a job well and how these behaviours may be observable on the job.

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

COMPETENCY MODEL: Employment Counsellor

A. COUNSELLING TECHNIQUES	Skills & Abilities	Demonstrated Behaviour
	A1. Demonstrates knowledge of conducting a client assessment	Identifies and implements main career-planning assessment tools
	A2. Gathers information to identify client issues	Interprets assessments in the context of client background and culture
	A3. Interprets results from assessments	Offers options/solutions, links results to action plan
	A4. Demonstrates patience	Positive and open, not quick to judge
	A5. Links assessment results to appropriate plan of action	Identifies strong rationale for action plans
	A6. Works well and develops effective relationships with highly diverse personalities	Demonstrates a respectful, non-judgmental relationship
	A7. Demonstrates respect	Builds rapport, listens, is non-judgmental
	A8. Demonstrates leadership and self-management	Leads a process, leads by example
	A9. Has ability to use immediacy and deal with situations as they arise	Resolves conflict quickly and is able to handle pressure
	A10. Shows sincere interest in others and their concerns, and demonstrates sensitivity to the needs and feelings of others	Uses personal experience and compassion to relate to client
	A11. Advocates on behalf of client	Provides appropriate resources, ensures client rights
	A12. Implements multiple techniques when working with clients	Guides, redirects, builds rapport, empowers and listens

B. CASE MANAGEMENT	Skills & Abilities	Demonstrated Behaviour
	B1. Understands and efficiently uses basic computer hardware (e.g. PCs, printers) and software (e.g. word processing software, spreadsheet software) to perform tasks	Is accurate and shows attention to detail. Is able to use standard computing software packages
	B2. Communicates thoughts, ideas, information, messages and other written information in a logical, organized and coherent manner	Writes formal documents using appropriate language and structure
	B3. Assesses, critiques and writes effective resumés	Knows and applies appropriate content, style, keywords, spelling, visual appeal, targets and different types
	B4. Effectively follows up with clients regardless of circumstances	Achieves client satisfaction
	B5. Designs/develops effective workshops	Makes workshops interactive and targeted to audience
	B6. Demonstrates effective file management	Completes and files paperwork in a timely manner, meets audit targets
	B7. Assesses clients thoroughly and accurately, recognizing barriers and challenges affecting employment	Asks probing questions, identifies strengths and barriers, refers to appropriate testing services
	B8. Makes appropriate referrals	Knows resources or knows who to contact (networking)
	B9. Maintains status of client interventions	Is up-to-date on client status in the job search process

C. PROFESSIONALISM	Skills & Abilities	Demonstrated Behaviour
	C1. Models professional behaviour	Wears appropriate clothing, demonstrates appropriate behaviour and language
	C2. Provides effective customer service	Is aware of customer service policies and practises them appropriately
	C3. Demonstrates accountability	Empowers clients to take responsibility and assumes responsibility for self
	C4. Establishes boundaries	Maintains professional distance and uses consistent behaviour
	C5. Communicates effectively to clients	Is able to communicate clearly through writing and verbal interaction
	C6. Maintains confidentiality	Demonstrates appropriate disclosure
	C7. Practises ethical behaviour	Demonstrates respect, unbiased advice and confidentiality
	C8. Sets realistic expectations	Communicates what will be done with appropriate timeframes
	C9. Anticipates future changes in work tasks due to changing conditions and looks for new ways of doing things	Regularly updates workshop materials, attempts new counselling techniques
	C10. Accepts diversity in clients	Recognizes and acknowledges differences in clients
	C11. Follows funder guidelines	Meets funder quotas

D. NETWORKING	Skills & Abilities	Demonstrated Behaviour
	D1. Regularly attends job fairs/community events	Builds relationships, promotes and markets program
	D2. Conducts research to determine who is in their network and can mutually benefit from each other	Effectively uses available resources (e.g. community partners, Internet)
	D3. Seeks opportunities to make contacts and build relationships, including through organizational events, social events, external organizations, and professional activities	Builds relationships and promotes programs
	D4. Stays current on information, knowledge and resources so that they can bring value to the network	Uses updated research
	D5. Establishes strong and lasting partnerships with community contacts	Maintains frequent contact with partners
	D6. Proactively seeks ways of increasing program opportunities with new and existing contacts	Maintains active contact list
	D7. Connects contacts with appropriate resources	Is knowledgeable about available resources

E. WORK MANAGEMENT	Skills & Abilities	Demonstrated Behaviour
	E1. Performs effectively even with minimal direction, support or approval and without direct supervision	Works independently
	E2. Understands the principles underlying the relationship among facts and applies this understanding when solving problems	Knows where to find solutions and leads clients in the right direction
	E3. Easily changes gears in response to unpredictable or unexpected events, pressures, situations and job demands	Sets realistic expectations and meets deadlines
	E4. Takes initiative in seeking out new work challenges and increasing the variety and scope of their job	Is proactive and self-directed, and addresses issues in a timely fashion
	E5. Accepts membership in the team	Learns and shares resources
	E6. Uses information, knowledge and beliefs to generate original, innovative solutions to problems	Steps outside the box to complete tasks
	E7. Demonstrates effective time management skills	Meets targets and prioritizes
	E8. Is able to multi-task	Completes tasks through interruptions
	E9. In consultation with manager, sets goals that are clear, specific and attainable	Plans, prioritizes and thinks strategically

F. WORK/LIFE BALANCE	Skills & Abilities	Demonstrated Behaviour
	F1. Demonstrates resiliency	Maintains customer service, adapts to change, acts professionally
	F2. Promotes self-wellness	Balances work and life
	F3. Practices self-improvement	Is rested, takes needed breaks, eats regularly, projects wellness
	F4. Effectively manages health and safety concerns	Is knowledgeable about WHIMS, first aid/CPR