

# CARE CLIENT ADVISOR

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## STATEMENT OF QUALIFICATIONS & JOB DESCRIPTION

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#### *ESSENTIAL REQUIREMENTS*

##### **EDUCATION:**

- Post Secondary education with a Diploma in Human Services, Administration or combination of education, training, and experience
- Training in or working knowledge of Microsoft software applications, particularly Word, Excel, Access, Outlook, and Publisher

##### **EXPERIENCE:**

- 2+ years front line experience serving diverse clientele in a demanding and fast-paced environment
- Preference will be given to those with experience providing service to unemployed clients

#### *RATED REQUIREMENTS*

##### **Personal Suitability:**

- A. High level of commitment to provide quality support and meticulous attention to all client issues
- B. Able to understand and communicate in a way that recognizes socio-cultural diversity
- C. Able to handle phone calls and requests from clients, community partners and the public in a pleasant, courteous and efficient manner
- D. Able to manage a variety of tasks in a calm, confident manner
- E. Aware of one's own capabilities and understanding of when to draw upon others' expertise and to make appropriate referrals
- F. Positive attitude when under pressure or confrontational situations
- G. Takes initiative to continually improve services and processes
- H. Comfortable with change and learning

##### **Abilities and Skills**

Ability to:

- A. Establish and maintain effective interpersonal relationships
- B. Prepare and maintain detailed records with regard to confidentiality and privacy legislation
- C. Troubleshoot and maintain multi-line telephone system to ensure that it is in working order at all times
- D. Work, interact and communicate with diverse clientele and community partners
- E. Market programs and services to ensure participants are referred appropriately
- F. Prepare and maintain accurate records

G. Demonstrate excellent oral and written communication skills

**Knowledge**

Knowledge of:

- A. Barriers to employment and issues with unemployment
- B. Basic employment and career counselling techniques
- C. Modern office procedures and equipment
- D. Computer applications including current versions of Windows and Microsoft Word, Excel, Access, Outlook and Internet
- E. The local and regional community employment and employment related programs and services
- F. Provincial and Federal programs and services for the unemployed
- G. Relevant income supports (e.g. Employment Insurance, Employment Assistance)
- H. How local, regional, national and global labour markets function

NOTE: Bilingual status would be considered an asset

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## **JOB DESCRIPTION**

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**Reports to:** Resource Centre Manager

As a member of the Client Services Team, the Client Advisor plays a key role as the first point of contact for all clients arriving at CARE. In addition to maintaining a user friendly and welcoming reception area, the Client Advisor provides registration services to clients, responds to enquiries from the public, and books client appointments. The Client Advisor asks questions to appropriately direct clients to an Employment Needs Assessment, self-serve resources, or community services; maintains the Job Board; and updates the community information section.

## **RESPONSIBILITIES**

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### ***Client Service***

- Greet clients and provide reception duties, answering and determining the nature of incoming calls, booking client appointments and directing calls to appropriate authorities
- Respond to enquiries and requests for information, either in person or over the phone, from clients, the general public, business community, government agencies and community agencies while observing confidentiality guidelines
- Monitor public areas and maintain an awareness of office activity, recognizing and diffusing problematic and possible volatile situations, taking measures to avoid crisis situations by alerting appropriate staff and by taking action as defined by ETHOS Policies and Procedures
- Provide assistance, in person and/or over the phone, to callers, some of whom may have emotional, physical or mental conditions or language difficulties that act as barriers to communication
- Register clients and provide them with a CARE Client Card to allow them access to online and onsite services
- Book clients into Career Counselling appointments and workshops
- Provide first-time clients with a detailed orientation to CARE services
- Provide information to callers regarding outside agencies and community based organizations that may help them to reach their goals

### ***Marketing/Referral***

- Provide clients, community partners and employers with information on CARE workshops and services
- Market workshops based on client needs
- Direct clients to appropriate services and programs
- Ensure CARE brochures are available to local agencies and in targeted areas to reach key client profiles

**Administration**

- Maintain reception area including posting newspaper and Internet Help Wanted ads, keeping all information up-to-date including adequate informational pamphlets, and ensuring area is tidy
- Enter monthly workshop schedules into calendars; maintain lists of program participants; call workshop participants to confirm attendance
- Enter data from registration form into CARE database
- Maintain smooth working operation of multi-line telephone system, photocopier, printers and fax machine
- Compile month-end data for front-end statistics and summary of front-end activities
- Provide support to Counsellors including word processing, phone calls, data entry, photocopying, filing and maintaining reports for statistical purposes
- Perform opening and closing procedures