

# Job Description

## Career Development Officer

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Career Development Officer is responsible for administering and delivering career development programs to interested clients in the community.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Career Development Officer reports to the Senior Administrative Officer and is responsible for providing information and assistance to clients who are interested in career planning and development. Providing adequate services will ensure that career development clients have access to the information and resources they need to make appropriate choices about training, education and employment.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide information and assistance about career development, career search and careers to clients

### Main Activities

- Interview clients to obtain employment history, education and career goals
- Assist clients to establish career goals and to develop education or other plans
- Identify barriers to employment
- Administer and interpret tests designed to determine the interests, aptitudes and abilities of clients
- Assess need for assistance such as rehabilitation, financial aid or further training
- Refer clients to the appropriate services
- Assist clients with implementing education, career or other plans
- Maintain ongoing communications with clients
- Follow up with clients on any changes to family size or income
- Meet with clients on a regular basis to review files and circumstances
- Provide workers with information on maintaining a job
- Assist clients with job readiness skills
- Assist clients with job search strategies
- Assist clients with writing resumes
- Assist clients to prepare for job interviews
- Provide workers with information on maintaining a job
- Provide workers with information on moving within an organization
- Provide workers with information on dealing with job dissatisfaction

- Provide workers with information on making a mid-career change
- Collect labour market information for clients regarding job openings, entry and skill requirements and other occupational information
- Advise employers on human resource and other employment-related issues
- Provide consulting services to community groups and agencies, business and industry, and to other organizations involved in providing community-based career planning resources

2. Plan and participate in community events concerning education and career development

Main Activities

- Plan and participate in career fairs and other community activities
- Distribute career, educational and employment information
- Advise employers on human resource and other employment-related issues
- Provide consulting services to community groups and agencies, business and industry, and to other organizations involved in providing community-based career planning resources
- Make presentations to community groups

3. Administer career development programs

Main Activities

- Prepare and monitor the Career Development budget
- Submit required reports
- Assist with the office operation

4. Perform other related duties as required

## **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- ✓ the legislation, regulations, policies and procedures for employment, training and career development
- ✓ office administration
- ✓ an understanding of the northern economic, cultural and political environment
- ✓ career and education planning and development

### **Skills**

The incumbent must demonstrate the following skills:

- ✓ ability to administer the Career Development Program
- ✓ team building skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal, presentation and listening communications skills
- ✓ effective negotiation and mediation skills
- ✓ effective written communications skills
- ✓ basic counseling skills
- ✓ computer skills including the ability to operate computerized accounting, spreadsheet, word-processing, graphics and website development programs at a highly proficient level
- ✓ stress management skills
- ✓ time management skills

### **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the Income Support Worker. The incumbent must also demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be flexible
- ✓ be respectful
- ✓ demonstrate sound work ethics
- ✓ possess cultural awareness and sensitivity

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Career Development Officer will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Career Development Officer may also have to do some light lifting of supplies and materials from time to time.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The Career Development Officer may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of recipients, residents and clients. The Career Development Officer may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

### **Sensory Demands**

(The nature of demands on the incumbent's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The office may be noisy and busy making it difficult for the Career Development Officer to concentrate.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Career Development Officer deals with a very stressful environment as many of the clients experience financial difficulties and applicants may become very frustrated if feel like they are not making progress with their career search.

## CERTIFICATION

<hr/> <p>Employee Signature</p>	<hr/> <p>Supervisor's Title</p>
<hr/> <p>Printed Name                      Date</p>	<hr/> <p>Supervisor's Signature              Date</p>
<p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Senior Administrative Officer's Signature                      Date</p>	
<p>I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.