

**Job Posting**

**Wage Subsidy Specialist – All WorkLink Employment & Services Programs**  
**35.0 hours per week for the Sooke & Westshore office, Monday to Friday**

**About WorkLink:**

WorkLink has been providing government sponsored employment services to the residents of the Westshore since 1978. In 2008, our services expanded to include the communities of Sooke and surrounding areas including Jordan River and Port Renfrew. We are also pleased to provide aboriginal outreach services to the First Nations Communities of Beecher Bay, T'Souke and Pacheedaht. Our non-profit organization, governed by a volunteer Board of Directors chosen from leaders in the community, is funded through a variety of federal and provincial government initiatives.

**About the Programs:**

The WorkBC Employment Services Contract, provides services as part of the WorkBC Employment Services program and includes service awareness and marketing activities, as well as service delivery to Clients located in all communities in BC either in-person, via outreach or virtually. The purpose of the WorkBC Employment Services program is to provide employment and labour market services and supports to individuals, employers and communities to achieve the following outcomes: Clients become more independent through sustainable employment; and to contribute to an inclusive and progressive economy by helping employers and communities develop a strong work force. In addition, WorkLink delivers the following two programs: Federal funded START, Skills Link program to assist eligible youth 15 to 30 years of age in career direction and job search techniques. The Provincially funded Framework Program with the Ministry of Jobs, Tourism & Skills Training to assist eligible, aged 15 years and older, unemployed and non-EI clients in career direction and job search techniques.

**About the Position:**

The Wage Subsidy Specialist primarily supports clients through the WorkBC Employment Services program, while providing expertise and direction to all other WorkLink staffed programs (START and Framework) with their wage subsidy program promotions. The Wage Subsidy service provides funding to an eligible employer to subsidize a Client's wage as an incentive for the employer to hire and provide work experience to an eligible Client who has been identified as needing work experience. Ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual. The Wage Subsidy Specialist must ensure that all clients will have access to high quality services, for which Ministry Policy will be applied, in the same way, regardless of where and how services are accessed.

**Main Focus:**

- Arrange all Employer contracts, and monitor active agreements every 6 weeks with at least two onsite visits; and mediate any dispute that may arise between employer and employee
- Be Internal Subject Matter Expert on WorkBC Employment Services, START and Framework policy and Ministry systems process as it relates to Wage Subsidy
- Deliver Wage Subsidy orientation and self-marketing workshops (client marketing letters, release of information consent, etc.)
- Develop work experience coaching plans to support clients through Wage Subsidy contract period
- Execute all Client Agreements for the Wage Subsidy placement, identify and monitor client's progress for term of placement
- Market Wage Subsidy program to employers and eligible clients, provide wage subsidy placements to identified service utilization targets of active case managed clients
- Provide the Community Relations /LMI Coordinator with labour market information related to clients/employers as required
- Supports all paid work/ job placement for a client and create wage subsidy standards for START and Framework programs
- Write up monitor reports and enter into ICM (and Client Connect if applicable)-flagging Case Managers re client and contract progress
- Develop a wage subsidy program focusing on standards to:
  - assess employer eligibility, program promotions, required Ministry confirmations and approvals, amendments, hours and duration of placements, monitoring, close out monitoring report, documentation (client rationale), administration, financial supports (clients and employers), negotiate/prepare wage subsidy contracts and work site training plans, updating client Action Plan and implementing on-site monitoring of contracts, meet with client and employer to sign Wage Subsidy agreement, onsite financial monitoring, including 3<sup>rd</sup> party verification of payment to client, proof of CRA remittance

**Credentials and Requirements:**

- minimum of two (2) years demonstrated experience in providing customer service and resolving issues both in person and in a virtual service delivery environment; working with individuals with complex barriers and a broad range of cultural background; interpreting Ministry policy and guidelines while determining overall fit for client applications; or relevant industry related post-secondary certificate or diploma
- experience understanding the relationship between labour market information demands/trends and work experience sought by employers to increase client employability
- preference will be given to applicants with relevant and industry related post-secondary degree.

- Cover letter and resume may be submitted to [pdoukakis@worklink.bc.ca](mailto:pdoukakis@worklink.bc.ca) no later than **Friday, February 15<sup>th</sup> at 4:30pm.**
- Only those with a minimum of two (2) years of direct experience will be shortlisted for consideration.
- This position is open to all interested applicants and requires a vulnerable sector criminal record check.

***WorkLink values the diversity of the people it hires and serves... we foster a workplace where individual differences are recognized and respected, while utilizing each person's talents and strengths.  
The more inclusive we are, the better our work will be.***