

Working Title Career Advisor	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
	43521/024PS	Delivery Services Common Service Delivery Career and Employment Services Unit	Assisted Living and Social Services

Present Classification PS1 Program Services 1	Requested Classification
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Dept ID 0957	Program Code 01090	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

Assisted Living and Social Services (ALSS) is working to improve Albertans' experiences with navigating social support systems. Delivering better services means focusing on the needs of individual Albertans (being "citizen-centred") rather than focusing on programs. With many programs in place to meet a variety of needs, Albertans may need to navigate several programs, making it difficult to know where to go for help or what help is available. Integrating the service delivery system will allow ALSS to provide Albertans with better support and more simplified access to the help they need – in person, online or over the phone – and help them achieve better outcomes for themselves. To achieve a well-integrated accessible system, the Ministry must transform service delivery by working collaboratively with governments, communities, partners and stakeholders to deliver high quality citizen-centered programs and services.

The Employment and Financial Services Division is working to help better connect Albertans to programs and services and to ensure Albertans have access to the right services at the right time through a common front-end experience whether through our contact centres or in-person offices.

The Common Service Delivery (CSD) branch holds expertise in delivery of centralized, citizen centered services, including contact centre and benefit administration services. CSD delivers centralized services on behalf of other program areas within ALSS as well as other Ministries across the Government of Alberta.

Reporting to the Career and Employment Services Supervisor, the Career Advisor provides career, employment and training information to Albertans by responding to Albertans calling the Alberta Supports Contact Centre and the Career and Employment Services Contact Centre. The Career Advisor employs career counseling techniques and accesses print and computerized data. Information is provided in a variety of subjects including occupations, government training, employment programs, work search and educational funding, to assist Albertans in making informed career and educational decisions. In addition to answering career, employment and training calls, the Career Advisors also responds to telephone inquiries related to the Coal Workforce Transition Program (CWTP), processes CWTP applications and determines eligibility for the relief grants. The Career Advisors are delegated to assess Feepayer eligibility and conduct a Service Needs Determination assessment.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Activities:

1. Provides province wide contact services to Albertans calling for career, employment and training information and the Coal Workforce Transition Program (CWTP).
 - Provides timely and accurate information that will assist clients in making informed career and educational decisions.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

- Interviews each caller to ensure needs are clearly defined, and provides general career advice over the phone. Information needs may be specific (related to details of a government program, eligibility criteria, and referral contacts), or general (related to educational options, work search, occupations, salary levels, employment trends, etc.).
 - Provides information concerning, and referral to, appropriate career planning, financial assistance, career resources, and special employment services and programs available throughout the province.
 - Assists the public, career practitioners and staff from educational institutions in researching information sources directly through publicly available websites and databases.
 - Provides information to callers on the CWTP program and the application process.
 - Interprets and assesses information on program legislation, regulations and policy.
 - Where issues are of a particularly complex nature, interact with the Supervisor to ensure the provision of consistent and accurate information.
2. Receives and processes applications for the Coal Workforce Transition Program (CWTP)
- Prescreen applications for completeness.
 - Identify applications with missing, invalid or incorrect information and determine the appropriate action to obtain information required to complete the assessment.
 - Determine eligibility according to program policy and procedures.
 - Enter application information into online databases, SharePoint sites, and computer systems.
3. Conducts Service Need Determination assessment to determine Feepayer eligibility for Albertans in receipt of EI benefits and who are in receipt of a student loan or attending training funded through the Canada Alberta Job Grant program.
- Reviews weekly report from Student Aid and determines clients potentially eligible for a Section 25 referral.
 - Conducts assessments over the phone and ensure the individual is in need of new or additional occupational skills, but is otherwise job ready, and has the financial resources to be successful and determine the commitment and investment needed to successfully complete training and advise of changes to the plan. Be satisfied that the institution or program the individual has chosen is appropriate for the individual and is recognized by industry. Determines whether the training will enhance the employment skills and abilities of the participant and that there is a labour market need for the skills obtained.
 - Registers clients in appropriate systems including SharePoint and Mobius.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.

- This Position impacts Albertans across the province and individuals interested in moving to Alberta, by assisting them in making informed educational and career decisions.
- This Position also impacts the career practitioners and staff from educational institutions and government departments throughout the province by providing their clients with relevant and current information relating to educational, occupational and funding options.
- Clients served are diverse – from experienced career practitioners to individuals with multiple barriers, and includes such groups as aboriginals, youth, social allowance recipients, employment insurance recipients, students at many levels, career changes due to lay-off or personal choice, and persons with disabilities.
- Information disseminated spans a broad range of subjects:
 - Occupational information
 - Labour and market information
 - Educational information, including distance education
 - Educational funding information

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- Job search information
- Career planning information
- Information concerning provincial and federal programs and services
- Other information as necessary

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- Knowledge of career planning principles and concepts
- Knowledge of procedures to effectively and efficiently search and access print and computer information data sources
- Knowledge of programs, services and contacts offered through provincial and federal government departments and agencies related to education, career planning, and funding assistance
- Knowledge of Alberta's labour market and current trends
- Knowledge of the Coal Workforce Transition Program and relief grants available through that program
- Knowledge of Internet, relevant websites and databases as well as access to print resources
- Ability to quickly assess and define client needs
- Ability to interact with a diverse client base using tact and diplomacy, knowing the clients have varied backgrounds of knowledge and experience
- Ability to identify and present information and options to address individual client needs
- Interpersonal skills
- Listening skills
- Problem solving skills
- Decision making skills
- Verbal communication skills
- Strong commitment to client services
- Ability to work as a string team member
- Assessment and correlation skills
- Leadership skills to identify new information sources through print material, Internet searches, or direct contact with organizations, associations and government departments.
- Oral and written communication skills
- Organizational skills
- Time Management skills
- Computer skills

CONTACTS: The main contacts of this position and the purpose of those contacts.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

Incumbent

	_____	_____	_____
	Name	Signature	Date (yyyy/mm/dd)

Manager

	_____	_____	_____
	Name	Signature	Date (yyyy/mm/dd)

Division Director/ADM

	_____	_____	_____
	Name	Signature	Date (yyyy/mm/dd)