Job Description

**Job Title:** Employee Career Advisor

**Department:** Centre for Career Action

**Reports To:** Manager, Centre for Career Action (dotted line to Director, Organizational & Human Development, Human Resources)

**Jobs Reporting:** None

**Salary Grade:** USG 10

**Effective Date:** January 2018

**Primary Purpose**
The Employee Career Advisor is responsible for the provision of career advice, coaching and support to help employees (staff, faculty, and CUPE members) to develop career goals and take action to achieve those goals.

**Key Accountabilities**

- **Provide and promote career advisement/coaching for UW employees.**
  - Conduct individual advisement sessions and facilitate regular and customized workshops, plan and execute events, create online and printed resources
  - Provide assistance with any aspect of the career development process including: self-assessment (including using assessment tools such as Myers-Briggs Type Indicator and Strong Interest Inventory), researching occupations, making career decisions, marketing oneself (resume, interview, CV), and being successful on the job
  - Market career programs/services so that employees are aware of these supports; this will include written materials, meetings and presentations
  - Assess programs/services including satisfaction as well as learning and motivational gains; provide written status reports including qualitative and quantitative data

- **Engage in activities that support UW as a centre of excellence and expertise in career development/advisement/coaching. These activities include:**
  - Work with campus partners to understand strategic priorities and agree on approach to career programs/services
  - Contribute to development of tools and training, and provide career advisement expertise for UW employees
  - Maintain awareness of career development issues by reviewing pertinent publications/resources, and seeking out professional development and networking opportunities
  - Develop online advisement materials and activities
  - Develop and maintain a thorough knowledge of other university and community resources

**Required Qualifications**

**Education**
- Masters in Counseling (or related field) required or equivalent education and experience
- Certification to deliver Strong and MBTI results are also required

**Experience**
- 3 years of experience in career advising/counselling
- Experience advising a range of individuals (ages, experience, education, background)
Job Description

Knowledge/Skills/Abilities

- Requires strong verbal and written communication skills, and strong interpersonal and advising skills
- Need to motivate and educate clients and bring a customer-service focus to the role
- Must be able to solve problems and work well with other team members
- Requires ability to develop relationships and align strategy with key campus partners
- Requires strong problem solving skills to advise individual clients who are experiencing sometimes serious difficulties, and ability to know when to refer to others (e.g., Counseling Services), interpersonal issues such as dealing with other employees when there is a difference of opinion or approach, or difficulties getting necessary information from another department
- Intermediate knowledge of Microsoft Word, Excel and other online-based communications (e.g., email/skype) and Advanced knowledge of PowerPoint required
- Occasional evening/weekend work is required

Nature and Scope

- **Contacts:** Internal: Advisor interacts with multiple departments on campus: Human Resources, Office for Organizational and Human Development, Co-operative Education & Career Action, Counselling Services, Library, Centre for Extended Learning, Counseling Services, Centre for Teaching Excellence, Alumni Affairs, IST, Employee and Faculty Associations, faculties, other departments. For example, collaborate with other department or group to develop custom program, and develop relationships to encourage referrals. External: Advisor may exchange information with, or make referrals to, community partners.
- **Level of Responsibility:** The job has specialized work with minimal supervision. Provides co-worker support and coaching (e.g., advising others of new trends, coaching for emerging best practices).
- **Decision-Making Authority:** Advisor makes decisions about how best to advise clients, when to refer the client to another person or department, designing or customizing workshops, resources or events, ways to stay on top of advising best practices and technology, and prioritizing regular work with clients, special projects, and deadlines.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in moderate fatigue, strain or risk of injury.
- **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. Role may include exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable, unusual hours or schedules, and possible last minute requests with short delivery deadlines (e.g., client with urgent need).