

are registered and known to the local counsellor; his contact with local employers is that of a neighbour in a small community.

In the large urban CMC where the operation is fully developed there are other incipient defects in the system. The 'store-front' presentation of the JIC listings means that it occupies the main public area of the Manpower Centre premises. "This is the first part the client would normally see when a JIC is fully introduced", the Committee was told. (5.8) But as a method of job search, the JIC should not be so actively promoted by staff that it discourages job seekers who require more intensive counselling assistance. The design of each CMC must be taken into account and in large offices in particular the Job Information Centre should be carefully situated to avoid this problem.

Moreover, the JIC reception area staff, including the monitor counsellors assigned specifically to circulate in the JIC area, should be constantly on the look out for those who cannot take advantage of this service, who have deeper counselling needs and who should be seen first by a counsellor. This is most important in urban CMCs servicing immigrant workers who may be unfamiliar with the 'self-service' approach and are further handicapped by language problems.

The minimum screening resulting from handling all job orders through the Job Information Centre risks further alienating employers who are already severely critical of the lack of screening of applicants. One Vancouver employer put it that the CMC must give "the individual some kind of job counselling, otherwise you might as well post a vacancy on the bulletin board at the laundramat." In fact, employers apparently do not always distinguish between referrals made of those job seekers who have been given a cursory review of qualifications in the Job Information Centre and those who are directed as a result of more intensive counselling.

Referrals to a job order listed in the JIC should be distinguished in some way. It would be helpful to employers if the referral form clearly stated that minimum screening had been given. In this way employers would become aware that, while the jobs listed in the JIC will receive maximum exposure to job seekers, effective screening of applicants for those jobs does not take place.

Employers were told in the brochure prepared to introduce the Job Information Centres that they could stipulate that job orders not be posted in this way. Unposted orders are handled by CMC counsellors directly as before. In practice such a request is seldom made. When the job order is taken the employer is asked to specify the number of applicants he would like to see. If there is a time limit to be met, it may become a "critical" order and given direct processing. All other orders automatically are listed on the JIC boards or lists.

The Job Information Centre is an efficient method of handling job-ready clients, thus leaving CMC personnel more time for job seekers who require vocational counselling or training. The counsellor taking the job order should