

JOB POSTING

Job Title:	Case Manager
Reports To:	Program Manager
Program Name:	Employment Program of BC
Location:	Whistler

Position Summary

The Case Manager works with a diverse range of individuals (including members of specialized populations) to assist them in securing employment (or community attachment) within the timelines established in the Employment Program of BC agreement. The Case Manager accomplishes this by: developing respectful, collaborative relationships with clients; conducting needs assessments to understand the client’s context and identify issues that are preventing them from achieving their work goals; developing personalized plans that address the client’s development and learning needs; monitoring progress, and ensuring the client secures sustainable employment (or community attachment) in a timely manner.

Key Duties and Responsibilities

Case Management 80%

- Develop respectful, collaborative relationships with clients using a client-centred and learning-outcomes focused approach
- Conduct formal needs assessments through a structured interview process to jointly identify and priority issues that are keeping the client from achieving employment
- Develop personalized plans that address client’s needs and make use of the targeted services available within the ESC
- Monitor client progress by reviewing activities, learning outcomes, and results on an agreed upon schedule and communication medium
- Review, revise and update action plans as necessary to enhance self-sufficiency and sustainable labour market attachment
- Ensure the client achieves employment (or community attachment) in a timely manner according to our contractual agreement
- Utilize the integrated case management system (ICM) to capture client data and to evidence qualitative and quantitative outcomes
- Write client progress notes and follow up reports
- Open, maintain and close client files using the ICM
- Make referrals to specialized assessment providers as required

Financial Management 10%

- Ensure client activities are based on need and fall within the scope of the maximum average and individual client maximum as set out in the EPBC agreement
- Determine client need and eligibility and administer financial supports
- Complete necessary documentation and prepare financial reports as required

Other 10%

- Communicate with service providers, funders, internal stakeholders and clients
- Attend team meetings

- Perform other duties as required

Knowledge, Skills and Abilities

Knowledge

- Understands and can describe Tii's philosophical and practical approach to career development learning
- Theoretical and applied knowledge of career counselling, multicultural and cross-cultural counselling, ethical career practice, and adult learning principles
- Up-to-date local labour market knowledge across a variety of industry sectors
- Applied knowledge of BC's Employment Standards Act
- Comprehensive understanding of the EPBC program mandate, with an ability to articulate the benefits of the EPBC model for clients
- Understands and is able to speak to the unique opportunities and challenges associated with working within a project-based entrepreneurial organization

Skills

- Able to establish and maintain productive counselling relationships with clients
- Skilled at assessing personal characteristics (interests, values, aptitude, personality traits); learning style; vocational identity; conditions of the work environment (tasks, expectations, norms, and qualities of the physical and social settings); as well as career development learning needs
- Can identify and select counselling techniques appropriate to the client's goals, skills and needs
- Skilled at assisting clients to develop employability and job search skills
- Excellent written and verbal communication skills
- Excellent time management and organizational skills
- Competent in analyzing data and statistics, measuring outcomes, using numbers
- Highly proficient with business technologies, including: Windows environment and MS Office, printer/scanners and web based research tools
- Skilled at keyboarding, data entry and database query and reporting structures

Abilities

- Proven ability to meet or exceed qualitative and quantitative performance expectations
- Proven ability to conduct needs assessments, develop timely and effective action plans, and maintain client engagement to achieve employment goals
- Demonstrated ability to work effectively with a variety of client groups including specialized populations as defined in the EPBC
- Demonstrated ability to manage client data and effectively document the counselling process while working with a large caseload of clients
- Demonstrated ability to self-manage a complex and flexible work schedule

Training, Education and Experience

- Bachelor degree (or higher) preferred - a combination of education and career development experience will be considered
- 2-3 years experience in a case management role
- Certified to deliver B-level assessments an asset
- CCDP preferred

Other Requirements

- Able to work weekends and evenings
- Able to pass and maintain a Criminal Record Check – including vulnerable persons
- Able to work in Squamish as required
- Fluency in French or Punjabi an asset

Critical Success Factors

- Creative and passionate in working with clients to enhance labour market attachment
- Strong interpersonal skills and capable of working with specialized populations
- Commitment to providing quality service and meeting or exceeding program deliverables
- Proven ability to be adaptable in your approach by adjusting to changes in service delivery models, the labour market or participant trends
- Displays a reflective, learning and problem solving approach to work
- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit

Application Process

To apply for this position please submit your resume and cover letter by email to Tara Fong, Director of Career Services at tara.fong@training-innovations.com

Internal applicants please cc' Tina Strehlke, Communications Director at tina.strehlke@training-innovations.com

Applications will be accepted until January 8, 2012.