



INTERNAL/EXTERNAL Employment Programs Job Posting

MOSAIC is seeking a client-centred and results-orientated **Coordinator of Case Management** who is passionate about empowering clients to reach their employment goals and is excited about seizing the opportunities under the **Employment Program of BC**.

DEPARTMENT: MOSAIC Employment Programs

CORE FUNCTION: The **Coordinator of Case Management** is a key member of the leadership team at the Vancouver Northeast Employment Services Centre. The position is responsible for the day-to-day supervision and leadership of the store-front Case Management team, ensuring clients are aware of available services and how to use them, receive needs and financial assessments, develop action plans, monitor and follow up, while meeting client service and financial targets, and maintaining client files. The position also provides support for other services of the program.

QUALIFICATIONS:

- Good working knowledge of Employment Program of BC policy, community resources, and local labour market conditions. Knowledgeable of the needs of Specialized Populations.
- Experience using the ICM; in particular file transfers and service requests.
- Experience reviewing Training and Self-Employment applications.
- Familiar with standard office equipment. Skilled in the use of word processing software, client management databases, the Internet, e-mail, and on-line tools.
- Strong administrative skills. Experience creating and maintaining statistical reports.
- Degree, diploma, or certificate in employment counselling, and/or appropriate combination of training and experience. Career Development Practitioner certification an asset.
- Strong interpersonal, cross-cultural, written, and verbal communication skills. Experience handling difficult client situations.
- Employment counselling experience: two or more years providing assessment, counselling, referral, and follow-up support services. Experience in fee-for-service programs an asset.
- Supervision experience: two or more years leading staff to achieve high levels of client satisfaction and contractual targets.
- Ability to lead staff to meet client service and financial targets.
- Strong organizational skills, able to multi-task and meet deadlines.
- Possesses patience, tact, and flexibility.
- Fluency (verbal and written) in French, Mandarin, Cantonese, Vietnamese, Punjabi or Spanish an asset.
- Criminal Record Check.

POSITION TYPE: This is a full-time (35 hrs/week) position.

SALARY: Based on Experience.

RESUMES TO: Hiring Team - MOSAIC Employment Programs
1522 Commercial Drive
Vancouver, B.C. V5L 3Y2
Email: employmentprograms@mosaicbc.com

Please reference **"Coordinator of Case Management"** in the subject line of your application and submit via email (Word / PDF format) or fax. No telephone calls please. Only applicants selected for an interview will be contacted.

DEADLINE: 5pm on May 5th, 2016