

# POSTING

## CASE MANAGER

Temporary Full-time (35 hours per week) until Return of Incumbent

### Whalley WorkBC - Employment Services Centre

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An opportunity exists for a temporary full-time Case Manager. The successful candidate will be responsible for providing employability and formal needs assessments, development of return-to-work action plans, case management and follow up support, referrals and assistance to those seeking sponsored training or other long term interventions, as appropriate. The case manager uses a client centered approach to identify strengths, skills and abilities, address barriers to effectively achieve employment and/or community attachment goals. The case manager will also be responsible for staying abreast and following EPBC Policy and ICM requirements to ensure accurate data entry and record keeping in ICM and collection of statistical information.

#### KEY DUTIES AND RESPONSIBILITIES

- Adheres to the policies and standards as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Assess clients' eligibility for services and ensure clients are aware of service and support offerings.
- Conduct formal needs assessments, including assessment of skills, education, experience, employment readiness, job search skills, life skills and social skills; identify barriers, make appropriate referrals and develop best next steps towards employment and/or community attachment.
- Work with clients to develop/update a collaborative return-to-work action plan that appropriately meets the clients' needs and is realistic and attainable.
- Administer, monitor and track financial supports and tiered services according to EPBC policy and eligibility criteria, including job start supports, transportation supports, food supports, grooming kits and other financial supports related to long term interventions.
- Administer, monitor, track and assist with apprenticeship applications and supports as required.
- Provide case management, employment counseling/coaching and follow-up support, including outreach work according to EPBC Policy to ensure completion of return-to-work action plan and that all needs are captured, including engaging, motivating and supporting clients throughout case management.
- Assist clients through the application process for skills training, PBLMT, JCP, wage subsidy, self employment, apprenticeship applications and other long term interventions.
- Open, maintain, and close ICM and physical client and service files/records in accordance to requirements of the funder and Options Community Services (OCS), including data entry corrections, accurate submission of orders, billings, revisions and tracking of outcomes.
- Contact other agencies, training organizations and employers to confirm client progress and obtain documentation as appropriate such as attendance reports and receipts.
- Provide reports on services. All narrative and/or statistical reports completed to OCS and generally accepted professional standards, as well as program and/or contract specifications where applicable (i.e. utilizing a format specified by the supervisor, and/or the program's funder).
- Meet performance measurement targets, service/intervention level targets and outcome targets.
- Participate in team building and share information for program development in case conference and staff meetings.

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

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- Work as a member of the team, maintain and develop community network and perform other duties as assigned.

## QUALIFICATIONS

### Education, Training, and Experience

- Post secondary education or combination of equivalent experience and training, with emphasis in employment counselling.
- A Career Development Practitioner certificate is a minimum requirement.
- Minimum three years' varied experience within the re-employment industry.
- Competent assessment skills utilizing an appropriate and comprehensive/holistic model.
- Solid understanding of the Employability Components and ability to relate these to the re-employment process.
- Excellent knowledge of LM trends, employment and non-employment related services in the community.
- Well developed computer skills in Microsoft Office and Internet Explorer; strong ability to learn new computer software, including ICM.

### Job Skills and Abilities:

- Strong problem solving skills and ability to make “hard decisions”.
- Must be independent, self-motivated and have a mature disposition.
- Competent in relating to a diverse clientele and sincere appreciation for a multi-cultural environment.
- Flexible and committed to contributing to a team.
- Comfortable working in a fast-paced work environment.
- Alert to the needs of a performance-based model.
- Proven ability to meet deadlines and maintain accurate files in a timely manner.
- Strong ethics around confidentiality.
- Sound understanding of skills training process and long term intervention decision making criteria.
- Second language, specifically Arabic, is an asset.
- Ability to identify sensitive issues and maintain confidentiality.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Must complete a six (6) month probationary period before staff are permanent employees, unless otherwise specified by contract conditions.
- Crisis Line experience an asset.

\* An eligibility list will be maintained for up to 6 months

**CLOSING DATE:** December 12, 2017

**PLEASE APPLY TO:** Lois Venables  
Options Community Services Society

#210 - 10362 King George Blvd.  
Surrey, B.C. V3T 2W5

Fax #: (604) 496-0551  
Email: loisv@options.bc.ca

**No phone calls please.**

**Please include a cover letter clearly indicating the posting number A21019 and outlining your qualifications and related experience for the position.**

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