

NOTICE OF JOB VACANCY (Posted: February 8, 2019 – February 15, 2019)**Job Competition #:** 2019-JobQuest-05**Position:** Case Manager

Job Quest Program (Visible Minority Newcomer Women) – Vancouver and Burnaby locations
Temporary full-time position at 35 hours per week starting immediately
through to March 31, 2019

Summary:

The program addresses the overlapping and complex challenges faced by Visible Minority Newcomer Women (VMNW) and effectively implementing women-focussed workshops and activities that will ultimately lead to the VMNW's employment goals. The Case Manager provides women-centric, individualized, on-line, or group employment and career counselling services. Facilitates the development of a realistic personal action plan for the employment or further training of the client. Monitors clients' progress and provides follow-up counselling and support until action plan is completed. Prepares and maintains prescribed reports on each client. Produces resumes and letters of application, as needed. Assists in client recruitment, program marketing and project evaluation activities.

Responsibilities:

- Provides career planning/mapping and job search assistance, including developing job search-related documents including e-portfolios and portfolios.
- Facilitates the development of a realistic action plan, resumes and other tools for the employment and/or further training of the client based on identified skills/interests, key work experience, and labour market needs, and secures client commitment to, and support for the action plan.
- Provides individual counselling and remote service delivery (on-line) as needed.
- Conducts appropriate group interventions and information workshops on women focussed topics, (i.e. gender norms, digital literacy, building self-esteem/self-confidence, stress/self-management skills, women's rights and domestic violence ensuring that lesson plans are prepared and delivered consistent with program curriculum.
- Conducts service eligibility and needs assessment.
- Participates in all client recruitment and screening and program marketing activities. Provides program information to training service providers and referring agencies as requested.
- Provides referrals to skills upgrading services, and job search training and assistance.
- Coordinates enrolment and payment for external services.
- Monitors the progress of clients towards achieving their employment and/or training goals and provides ongoing support until the client's action plan is completed. Provides follow-up services for clients deemed to be self-sufficient. Consults with the Manager regarding any unresolved issue/problem.
- Prepares and maintains appropriate records and prepares necessary reports on each client.
- Participates in developmental activities for pre-employment and employment curriculum, lesson plans and handouts for the program.
- Produces resumes and letters of application as needed. Conducts one-on-one or group orientation sessions on relevant topics, e.g. labour market information, the hidden job market, information on available resume services, job search skills/strength, community employment resources guide and employment-related resource.
- Builds and maintains positive relationships with ISSofBC staff, prospective employers, resource persons, community agencies and educational institutions.
- Keeps abreast of developments in the local labour market and trends in the employment/career counselling area. Collects, updates and maintains client data as required.
- Performs other related duties as required.

Qualifications:

Certificate or diploma in vocational counselling; Certificate in Essential Skills; or Job Finding Club facilitation supplemented by a minimum of 6 months' employment counselling experience including facilitating workshops and small groups OR an equivalent combination of education, training and experience acceptable to the employer

Skills and Abilities:

- Demonstrated knowledge of portfolios including e-portfolios.
- Ability to communicate effectively in both written and oral English.
- Demonstrated cross-cultural counselling abilities.
- Demonstrated knowledge of VMNW's overlapping issues and challenges and determine the effective strategies to assist them
- Experienced in developing pre-employment and employment curricula with emphasis on women needs
- Demonstrated ability to facilitate pre-employment/employment workshops and small groups.
- Knowledge of local labour market issues, especially those related to ESL immigrant clients.
- Demonstrated proficiency in Windows applications, software and databases.
- Ability to obtain and maintain a clear BC Criminal Record Check.
- Ability to operate related equipment.
- Physical ability to carry out the duties of the position.

Email applications must include "2019-Job Quest-05" in the subject line and can be sent to:
jobs@issbc.org

Closing Date: 4 pm on Friday, February 15, 2019

Salary Rate: \$24.51 - \$26.01 per hour (based on qualifications, training and experience)

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.

ISSo/BC offers eligible staff outstanding medical and employer-matched RRSP benefits.