



**Canadian Mental
Health Association**
North and West Vancouver
Mental health for all

North and West Vancouver Branch
300-1835 Lonsdale Avenue
North Vancouver, British Columbia V7M 2J8
Phone: 604.987.6959 Fax: 604.980.0336

Case Manager

CMHA NORTH AND WEST VANCOUVER F/T

Our vision: Mentally healthy people in a healthy society

We are seeking a full-time experienced Case Manager to provide services to job seekers on the North Shore. Reporting to the Executive Director, the successful candidate will work for CMHA in collaboration with the WorkBC Employment Services Centre in North Vancouver.

The Case Manager is responsible for working closely with job seekers to assess service suitability and develop and implement an Employment Action Plan. The Case Manager will support clients with achieving their employment goals by referring them to WorkBC interventions such as Skills Training, Short-Term Skills Training, Employment Workshops, Self-Employment, Job Development, Wage Subsidy, etc. The Case Manager will also assist clients to secure and maintain employment by connecting them with employers, monitoring their progress, and providing job coaching.

Specific Duties and Responsibilities

- Work with clients to achieve Labour Market or Community Attachment including addressing any client barriers and building on client strengths through an integrated case management model
- Work as part of a multi-faceted and multi-agency team to deliver a comprehensive employment program designed to meet the individual needs of all clients, including those of specialized populations.
- Work within an outcome-based contract
- Assess clients and ensure they are referred to appropriate interventions
- Administer Formal Needs Assessments with clients using a variety of assessment tools
- Develop and monitor Return to Work Action Plans with clients
- Report client progress and milestones through the Integrated Case Management (ICM) database
- Ensure file consistency for government audits
- Move clients towards developed goals
- Book clients in workshops and monitor attendance
- Work within government compliance regulations
- Market to the Catchment Communities
- Keep abreast of labour market trends, employment issues, community resources, job training, and employment opportunities
- Be familiar with and able to work with clients using the latest technology
- Assist clients to access Workshops, Training, Self-Employment, Job Development, Short-Term Training and Wage Subsidy
- Act as a champion of the program, promoting our services throughout community and networking events
- Work closely with WorkBC Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery



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- Other duties as assigned

Qualifications

- A minimum Bachelor's degree in a health or social services field (funder mandated)
- Minimum 2 years vocational counselling experience (funder mandated)
- Minimum 1 year experience working with individuals with mental health and/or substance use challenges
- Valid First Aid and CPR
- Criminal Record Check is a condition of employment

Skills and Abilities

- Experience working with people with mental health and/or substance use challenges, as well as familiarity with “the street”
- Working knowledge of Microsoft Office applications and the Internet
- Excellent oral and written communication skills
- Ability to work effectively as part of a team as well as independently
- Up-to-date with the latest job search, career exploration/labour market practices
- Passion for helping job seekers achieve their goals
- Knowledge of mental health and substance use challenges and community resources

Hours of Work and Special Considerations

5 days per week (35 hours), plus a daily unpaid 30 minute lunch break

Wage Range: \$25-27/hour depending on level of experience

Medical, dental and RRSP benefits are included with this role.

We are an equity employer and encourage applicants from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders and others who may contribute to our further diversification.

How to Apply:

Please submit a cover letter and resume detailing your experience and qualifications to:
employment.nwv@cmha.bc.ca