Employment Opportunity: Case Manager – WorkBC North Vancouver

Help us make a difference
Established in 1897, YWCA's vision is to achieve women's equality and its mission is to touch lives and build better futures for women and their families through advocacy and integrated services that foster economic independence, wellness and equal opportunities. YWCA serves over 48,000 clients annually, with 66 programs and services in 75 locations.

We are proud to be an equal opportunity employer, and value our diverse workplace. Women, Indigenous and racialized peoples, LGBTQ2S+ individuals, and people with disabilities are strongly encouraged to apply.

Status: Grant Full Time – 35 hours/week until March 31, 2024

Location: YWCA WorkBC North Vancouver

Reporting to: WorkBC Senior Manager and Case Manager Coordinator

Job Summary
Under the general supervision of the Lead Case Manager and Senior Manager of the WorkBC Centre, the Case Manager is responsible for working closely with job seekers to assess service suitability, 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 support Clients through employer connections to secure and maintain employment by monitor their progress, and provide job coaching.

Responsibilities:
- Working 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 a outcome-based contract
- Assessing Clients and ensure they are referred to appropriate interventions
- Administer Formal Needs Assessments with Clients using a variety of assessment tools
- Developing and monitoring Return to Work Action Plans with Clients
- Responsible for reporting Client progress and milestones through the Integrated Case Management (ICM) database
- Ensure file consistency for government audits
- Moving Clients towards developed goals
- Booking Clients in workshops and monitoring attendance
- Working within government compliance regulations
• Marketing to the catchment communities
• Keeping 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 the Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery
• Adhere to onsite Health and Safety Procedures
• Other duties as assigned

Qualifications:
• Candidates must have strong employment counselling skills with a minimum of 2 years of experience and ability to work within a performance-based contract
• Familiarity with the Integrated Case Management Database and WorkBC policy guidelines is a strong asset
• Fluent speaking and writing English and the ability to write strong Client/ Service Rational that supports service referral/delivery
• Up to date with the latest job search, career exploration/ labour market practices
• Passion for helping jobseekers achieve their goals
• Strong team player & able to show initiative
• Ability to work in a flexible environment and relate well with others
• Minimum of a Bachelor Degree, career counselling certificate, or a combination of relevant work and experience. Must have excellent computer skills
• A valid criminal record check (including working with vulnerable populations) is required
• Successful applicants are required to be fully vaccinated against COVID-19, exemption requests must be supported by valid, legal documents.

Marcus Tang
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No phone calls please.

We thank all who apply, but only applicants selected for an interview will be contacted. All employment will be decided on the basis of qualifications, merit, and business need. For more information about this and other YWCA Metro Vancouver career opportunities, please visit ywcavan.org.