

Full Time Position: Disability Case Manager
Neil Squire Society, Burnaby BC

Neil Squire Society is a Canadian national not-for-profit organization that empowers Canadians with disabilities through the use of computer-based assistive technologies, research and development, and various employment programs. Headquartered in Burnaby, BC, the Neil Squire Society is presently hiring for their Disability Case Manager for the YWCA WorkBC Program, a project funded by the Ministry of Social Services.

Our Society operates many programs throughout BC and Canada. Our Disability Case Manager will work closely with the YWCA in their WorkBC Employment Services program, which includes service delivery to clients with a disability and general clients located in the Tri-Cities area. Experience with the Integrated Case Management (ICM) program is requested.

Key Duties and Responsibilities:

- Conduct formal needs assessments through a structured interview process to jointly identify priority issues that are keeping the client from achieving employment
- Administer and conduct Disability-Related Needs Assessments (DRENA); assist clients to develop realistic goals; and identify and determine appropriate interventions, programs, or resources to help support clients to achieve their goals
- Develop personalized plans that address client's needs and make use of the targeted services available within the ESC, and make referrals to community resources as needed
- Monitor client progress by reviewing activities, learning outcomes, and results on an agreed-upon schedule and communication medium
- Review, revise, and update action plans as necessary to enhance self-sufficiency and sustainable labour market attachment
- Ensure the client achieves employment (or community attachment) promptly
- Utilize the integrated case management system (ICM) to capture client data and to evidence qualitative and quantitative outcomes
- Write client progress notes, follow-up reports and success stories
- Open, maintain and close client files using the ICM
- Understand and complete work in accordance with WorkBC policy and YWCA performance expectations
- Determine client needs and eligibility and administer financial support when appropriate
- Complete necessary documentation and prepare financial reports as required
- Ensure client activities are based on need and fall within the scope of the budget parameters
- Ensure billing milestones and employment sustainment targets for the program are met on an individual basis each month
- Attend and contribute to team meetings
- Communicate effectively with service providers, funders, internal stakeholders, and clients
- Perform other related duties as requested including providing backup and client services in the Self-Serve Area, Facilitation and Job Placement or Job Sustainment Services

Qualifications and Experience:

- A post-secondary degree, certificate, or diploma in a relevant field (career or employment development, counselling, social work, sociology, psychology, human services, education), or a certificate or diploma or course work in related fields, or a combination of training and experience in an area related to the program
- Experience working with individuals with complex barriers and disabilities and a broad range of cultural backgrounds
- Sound knowledge of the Employment Insurance Act, BC Employment and Assistance program and WorkBC employment services policies
- Knowledge of motivational interviewing
- Experience Job coaching/counselling
- Excellent interpersonal, verbal, and written communication skills
- Ability to work cooperatively in a team environment
- Proficient in Microsoft Windows operating system and Microsoft Office software such as Word, Excel, Access, Outlook, the Internet, and Integrated Case Management System (ICM)
- Experience providing customer service and resolving issues both in person and in a virtual service delivery environment
- Experience with reviewing and assessing training applications and referral streams
- Experience conducting and interpreting client needs assessments, coaching and mentoring clients
- Experience building partnerships with employers, community agencies and other stakeholders
- Experience developing mutually agreed-upon action plans and monitoring progress while assisting individuals to move towards labour market attachment
- Experience negotiating financial support and assessing the financial needs of the client within the limits of WorkBC policy and assessing appropriate taxes
- Experience building relationships with trade associations such as the Industry Training Authority, and Indigenous Skills and Employment Training Strategy (ASETS)
- Extensive knowledge of training programs
- Experience de-escalating and maintaining composure in high-stress situations using Nonviolent Crisis Intervention certification

Other Requirements:

- Current and satisfactory Criminal Record Check required
- Able to work different shifts at WorkBC Centres in the Tri-Cities WorkBC Centres

Location: Port Moody YWCA WorkBC (with the possibility of working at any of the Tri-Cities WorkBC Centres)

Reporting to: WorkBC Operations Manager

Additional Information:

- Work Schedule – Monday to Friday, 37.5 hours week
- Salary range: Competitive with market
- Application Deadline: asap

Please forward a resume and cover letter indicating **Disability Case Manager** to the attention of the Administration Manager. Email resume or fax resume to:

job1812-acct@neilsquire.ca

or fax - 604-473-9361

Only shortlisted applicants will be contacted. Thank you to all that apply.