



S.U.C.C.E.S.S.

## 13573 – Case Manager (13573)

**Closing date:** July 10, 2026

**URL:** <https://successbc.bamboohr.com/careers/994>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

**Division:** Career and Youth Services

**Program:** Career & Youth Services - ACCEP-IEHP

**Employment Type:** Permanent Full-Time (35 hours per week)

**Number of Positions:** 1

**Compensation:** \$27.92-\$30.20

### **Job Summary:**

The Case Manager helps Internationally-Educated Health Professionals (IEHPs) reduce barriers to foreign credential recognition (FCR) and connect IEHPs to employment opportunities that enhance their self-sufficiency to develop their careers in the health sector and provide paid Canadian work experience for IEHPs in their intended field of work.

**Reports to:** Program Manager

### **Key Duties & Responsibilities:**

- Conducts information sessions for IEHPs on available services and resources.
- Conducts needs assessments for IEHPs to determine intended career and licensing goals and additional support requirements (e.g. financial).
- Creates individualized Accreditation and Career Plans for IEHPs towards credentialing and



licensing as well as a career roadmap.

- Provides intensive training and guidance to prepare IEHPs for work experience placements.
- Works with IEHPs to identify and match a suitable employer for the targeted work experience intervention.
- Develops a Targeted Work Experience training schedule between IEHPs and employers and specifies the placement objectives, goals, milestones, and expected outcomes.
- Provides employers with guidance and support services to foster and cultivate an inclusive work environment for IEHPs.
- Provides ongoing support to both IEHPs and employers to ensure training and development objectives are being met.
- Provides professional mentoring and networking opportunities for IEHPs to continue to enhance their employability.
- Provides IEHPs with ongoing support to help IEHPs achieve sustainable and permanent employment after the targeted work experience period.
- Arranges follow-up meetings with IEHPs on a bi-weekly basis to provide consistent support and guidance.
- Makes cold calls and performs online/face-to-face meetings with potential employers to develop specific work placement opportunities that match with project participants' skills, training, work experience, interests, and career goals.
- Maintains productive ongoing relationships with existing employers and actively reaches out to prospective employers to establish relationships.
- Provides individualized support to employers to enhance their capacity to better hire, develop, and retain IEHPs.
- Communicates with service providers and employers for marketing and client referrals.
- Performs other job-related duties and responsibilities as required

### **Education, Training and Experience:**

- Bachelor's Degree in Business, Social Sciences, Social Work, Career Development or Vocational Rehabilitation
- Certified Career Development Practitioner (CCDP) or equivalent designation
- Minimum of two years' work experience in a social service environment as an employment case manager, job developer, employer liaison, or job coach
- Experience in facilitating workshops/group activities, including but not limited to job search, basic life skills, essential work skills, and soft skills
- Experience in connecting with employers to provide job experience for clients
- Experience and knowledge in career counseling
- Knowledge of intercultural and social issues
- Knowledge of the local labour market and information in Ontario



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**Job Skills & Abilities:**

- Excellent written and oral communication skills
- Excellent interpersonal skills
- Excellent program planning, time management, and organizational skills
- Additional languages are considered an asset
- Ability to support job search for IEHPs
- Ability to conduct needs assessment
- Ability to establish and maintain mentor/coach relationships with clients
- Ability to communicate effectively with service providers and stakeholders
- Ability to work independently and as a part of a team
- Excellent technical skills in MS Office and web-based applications
- Excellent attention to detail and commitment to excellence in service delivery

**Additional Information:**

- Criminal Record Check Required
- Ability to work occasionally on weekends and evenings as required

**About S.U.C.C.E.S.S.:**

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x<sup>w</sup>məθk<sup>w</sup>əy<sup>ə</sup>m (Musqueam), Skwxwú7mesh (Squamish), and Səlilwətaʔ/Selilwitulh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

At S.U.C.C.E.S.S., we take care of our communities and our people!

Our staff is the source of our success and we make it a priority to ensure work-life balance for our staff. We offer a range competitive and comprehensive benefit packages to ensure the well-being our staff. Subject to the type of employment, benefit packages may include:





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- paid time off ‘monthly wellness days’ (up to 12 days per year)
- additional agency holidays (2 additional statutory holidays)
- 3 weeks annual vacation (starting) and up to 6 weeks (maximum)
- company-funded pension (GRRSP)
- extended health & dental plan
- employee & family assistance programs
- access to wellness programs

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

**Interested candidates please submit your resumes to [henry.xie@success.bc.ca](mailto:henry.xie@success.bc.ca) by 11:59pm July 3, 2026.**

While we appreciate all applications, only those selected for an interview will be contacted.

