



Position: Case Manager (WorkBC)
Hours of work: 35 hours per week
Start date: ASAP
Location: Port Moody (YWCA WorkBC Centre)

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.

Duties and Responsibilities:

- Works 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
- Works 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.
- Works within an outcome-based contract
- Assesses Clients and ensures they are referred to appropriate interventions
- Administers Formal Needs Assessments with Clients using a variety of assessment tools
- Develops and monitors Return to Work Action Plans with Clients
- Responsible for reporting Client progress and milestones through the Integrated Case Management (ICM) database
- Ensures file consistency for government audits
- Moves Clients towards developed goals
- Books Clients in workshops and monitoring attendance
- Works within government compliance regulations
- Markets to the catchment communities
- Keeps abreast of labour market trends, employment issues, community resources, job training, and employment opportunities.
- Assists Clients to access Workshops, Training, Self-Employment, Job Development, Short-Term Training and Wage Subsidy
- Acts as a champion of the program, promotes our services throughout community and networking events
- Works closely with the Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery
- Adheres to onsite Health and Safety Procedures
- Other duties as assigned

Qualifications and Experience Required:

- Has strong employment counselling skills with a minimum of 2 years of experience and ability to work within a performance based contract
- Having familiarity with the Integrated Case Management Database and WorkBC policy guidelines is a strong asset
- Fluent in English (speaking and writing) and the able to write strong Client/ Service Rational that supports service referral/delivery
- Stays up to date with the latest job search, career exploration/ labour market practices
- Has a passion for helping jobseekers achieve their goals
- Is a strong team player & is able to show initiative
- Has an 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.
- Fluency in Korean is an asset.
- Must have excellent computer skills
- A valid criminal record check (including working with vulnerable populations) is required

How to Apply: Please submit a resume and cover letter, stating salary expectations, to PICS HR Department at career@pics.bc.ca. Please use the job title as the email subject.

(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)