



Position: Case Manager
Hours of work: 35 hours per week
Start date: ASAP
Location: Surrey PICS

Through our partnerships with a wide range of community and educational institutions, PICS is uniquely positioned to support students and youth who require wrap around supports to accomplish their educational goals of either returning back to school or advance in their career through successful navigation into different services. The Intercultural Supports for Student Learning Program will offer a wide range of comprehensive supports to students/youth at-risk to return to school, to complete high school or post-secondary education so that they can continue their studies and prepare for future success. This project through the participation of PICS Youth Programming Advisory Committee is both youth led and youth informed to ensure that it provides the full range of customized supports for students/youth in Surrey, Langley and Delta.

The **Case Manager** works with a diverse range of individuals to assist them in reaching their goals.

Duties and Responsibilities:

- works with clients to achieve objectives while building on client strengths through an integrated case management model;
- works within an outcome-based contract;
- conducts formal needs assessments through a structured interview process to jointly identify and prioritize issues that are keeping the client from achieving their goals;
- makes referrals to specialized assessment providers as required;
- administers Formal Needs Assessments with Clients using a variety of assessment tools;
- reports Client progress and milestones through the Integrated Case Management (ICM) database;
- develops, reviews and updates action plans according to client needs and program requirements;
- monitors client progress by reviewing activities and results on an agreed upon schedule;
- participates in marketing and promotional activities for the program; and
- performs other program-related duties as assigned from time to time.

Education and Experience

- degree or diploma in Social Services or related discipline supplemented by two years' experience in a similar position; OR an equivalent combination of education and experience;
- experience conducting and interpreting client needs assessments;
- experience providing individualized, on-line, or group counselling services; and
- demonstrated experience motivating, coaching and mentoring clients with complex barriers and a broad range of cultural backgrounds.

Skills and Abilities

- strong counselling and case management skills and ability to work within a performance based contract;
- minimum intermediate proficiency in relevant computer applications such as MS Office;
- ability to focus and concentrate on achieving consistent results;
- demonstrated initiative in meeting goals and targets;

- demonstrated ability in providing exceptional customer service and resolving issues both in person and in a virtual service delivery environment;
- ability to manage a large caseload while balancing between client services and outcome targets;
- strong interpersonal skills and capability of working with specialized populations;
- ability to facilitate workshops is an asset; and
- excellent time management and organizational skills.

Other Attributes and Requirements

- reliable vehicle insured for business use with \$2 million liability and clean drivers abstract; and
- clean Criminal Record Check (Vulnerable Sector).

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

Successful applicants are required to be fully vaccinated against COVID-19, exemption requests must be supported by valid, legal documents.

(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.)