



PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)

Job Title: Case Manager (Youth Trade Builders)
Location: Surrey Head Office
Hours: 35 hours/per week
Start Date: April 1, 2025
End Date: March 31, 2026
Wage: \$25.00-\$29.00

Job Summary: Under the direction of the Program Manager, the successful candidate will play a key role in the delivery of the Youth Trade Builders program, focusing on supporting at-risk youth in their Career/Employment journey. This includes providing facilitation, job search assistance, counseling, coaching, mentoring, and job development services to program participants. Additionally, the incumbent will assist with the preparation and submission of program reports to management and funders, ensuring program outcomes are tracked, funding requirements are met, and overall program effectiveness is demonstrated.

Key duties and Responsibilities:

- deliver Life Skills and Job Search Skills workshops in group settings, including but not limited to: Time and Stress Management, Self-Esteem Building, Goal Setting, Career Exploration, Resume and Cover Letter Writing, Employment References Preparation, Interview Techniques, Tapping the Hidden Job Market, Researching Information and Statistics, Job Maintenance, Communication, Problem-Solving, and Workplace Assertiveness;
- monitor and coach participants' attendance and progress in workshops; assist participants in networking with Accredited Training Providers & employers and track their progress;
- conduct comprehensive assessments of participants' assets, barriers, skills, education, experience, motivation, and employment readiness using relevant assessment tools;
- develop Personalized Action Plans with each participant to facilitate the ongoing management of their employment goals;
- provide case management support, ensuring participants receive individualized guidance, career counseling, and access to necessary resources for overcoming employment barriers;
- Maintain accurate and up-to-date case notes, documenting participant progress, challenges, and outcomes while ensuring compliance with program guidelines;
- create a training plan and arrange Short-Term Skills training for program participants;
- work with participants to determine their individual strengths and skills to effectively market themselves to employers in the labour market;
- design, prepare, and update job search materials – including manuals, forms, exercises, PowerPoint presentations, and workshop handouts;
- Search and send job lead to participants;

- provide job development, work placement coaching, and related support; develop and maintain a network of employer and industry contacts to facilitate job placements;
- assist participants in drafting, editing, and refining their job search documents, ensuring updated versions are maintained in participants' files;
- support participants in implementing the financial support component of the program, including training allowances and other program-related financial assistance;
- conduct follow-ups with participants after program exit to track employment outcomes and provide continued support;
- connect participants with appropriate community resources for additional assistance; and
- perform other job-related duties or contribute to PICS & community initiatives as assigned.

Education and Knowledge:

- completed degree or diploma in Social Services, Career Development, Human Resources, Education, Psychology, or a related discipline supplemented by two to three years' experience in a job developer and facilitator role; OR an equivalent combination of education and experience;
- career Development Practitioner Certificate and designation is an asset;
- experience working in an environment with a young adult client group is an asset;
- valid drivers' license and access to suitable vehicle is an asset; and
- criminal record check is a must.

Skills and Abilities:

- strong facilitation, coaching, and mentoring skills to support at-risk youth in employment readiness;
- ability to build rapport and effectively engage at-risk youth to motivate and guide them towards employment success;
- ability to create a safe and inclusive environment for youth from diverse backgrounds, using trauma-informed and culturally sensitive approaches;
- proficient in resume writing, job applications, and interview preparation;
- effective communication, interpersonal, and team-building skills;
- strong time management, organization, and attention to detail;
- proficiency in Microsoft Office and job search tools;
- ability to take initiative, work independently, and adapt to changing needs; and
- positive attitude with strong critical thinking and problem-solving skills.

How to Apply: Please submit a resume and cover letter stating salary expectation 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.)