



Position(s): Case Manager
Location: Delta PICS Office
Hours: 35 hours/per week
Program: Immigrant Women Trades Apprenticeship (IWTA) Program
Reports to: Program Coordinator

Project Overview: The Immigrant Women Trades Apprenticeship (IWTA) Project has been designed by PICS and its partners to meet the funding objectives of Canadian Apprenticeship Strategy and will deliver all activities outlined (Women-Led Events, Peer Mentorship, Apprenticeship Trade in identified Red Seal Trades, Work Experience, Skills for Employment, Enhanced Employment Assistance Services, and Enhanced Employer Support) in the Province of British Columbia specifically in five identified Red Seal Trades: Carpenter, Construction Craft Worker, Construction Electrician, Plumber and Welder

Duties:

- participate in marketing, outreach and promotional activities for the program
- recruit required number of participants in the program as per program targets
- conduct formal needs assessments through a structured interview process to jointly identify and prioritize issues that are keeping the client from achieving employment. make referrals to specialized assessment providers as required;
- develop, review and update action plans according to client needs and program requirements;
- identify job coaching/mentoring needs and coordinate with mentor services as required;
- monitor client progress by reviewing activities and results on an agreed upon schedule;
- conduct one-on-one employment counseling to enhance self-sufficiency and labour market attachment;
- support clients in the development of effective resumes, networking, accessing the hidden job market and other job search activities;
- determine client needs and eligibility for (and administer) financial supports;
- facilitate career exploration and pre-employment workshops as required;
- prepare client progress notes, action plans and follow-up reports in accordance with ministry requirements;
- performs other program-related duties as assigned from time to time.

Knowledge and Experience

- completed degree or diploma in social services or related discipline supplemented by three years' experience in employment counseling and facilitation; or equivalent combination of education and experience;
- Certified Career Practitioner Certification is preferred or currently working toward the designation;
- experience conducting and interpreting client needs assessments;
- experience providing individualized, on-line, or group employment and career counselling services;
- demonstrated experience motivating, coaching and mentoring clients with complex barriers and a broad range of cultural backgrounds;

- demonstrated experience building partnerships with employers, community agencies and other stakeholders;
- demonstrated knowledge of local labour market issues, especially those related to immigrant and refugee clients;
- experience and technical ability to provide virtual services; and

Skills and Abilities

- proficiency in relevant computer applications such as MS office;
- ability to focus and concentrate on achieving consistent results;
- demonstrates 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 employment workshops;
- excellent time management and organizational skills; and
- effective English verbal and written communication skills; fluency in French, Hindi, Punjabi, Urdu, Tagalog, Mandarin, or Arabic is an asset.

Other Requirements

- ability to travel within Metro Vancouver for outreach and marketing services;
- clean drivers abstract and a reliable vehicle insured for business use with \$2 million liability; and
- clean criminal record (vulnerable sector).

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.)