



## **Job Posting**

Position/Title: Case Manager / Employment Counsellor  
Program: Kiwassa Employment Services – WorkBC Employment Services  
Hours & Location: 35 hours (combination Working From Home and In-Person)  
Wage Range: \$26.5 - \$28.5 (depends on experience)  
Start Date: ASAP

Effective Date: June 24, 2021

Closing Date: July 15, 2021

*Full benefits after passing probation*

Kiwassa Neighbourhood House is a grassroots, multi-service community agency that has been providing a broad range of free or low cost social services and programs to children, youth, adults, seniors and families in East Vancouver for 60 years. Kiwassa works in partnership with residents, community agencies, businesses, government and non-government organizations, using a community development and capacity building approach to identify and respond to community needs. We are seeking a Case Manager to fill in a position for our subcontract with Mosaic at Vancouver Northeast WorkBC location.

### **Job Summary**

Under the general supervision of the Manager of the WorkBC Vancouver Northeast location, 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, Unpaid Work Experience, etc. The Case Manager will support Clients through employer connections to secure and maintain employment by monitoring their progress, and provide job coaching. Experience with multi-barrier clients is a must.

*Reporting to: Work BC Store-front Manager & Kiwassa Employment Services Coordinator*

### **Responsibilities**

- Working 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
- Work 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 especially those who face multiple barriers to employment
- Work within a outcome-based contract
- Assessing Clients and ensure they are referred to appropriate interventions
- Administer Formal Needs Assessments with Clients using a variety of assessment tools
- Developing and monitoring Return to Work Action Plans with Clients
- Responsible for reporting Client progress and milestones through the Integrated Case Management (ICM) database
- Ensure file consistency for government audits
- Moving Clients towards developed goals



- Booking Clients in workshops and monitoring attendance
- Working within government compliance regulations
- Marketing to the catchment communities
- Keeping abreast of labour market trends, employment issues, community resources, job training, and employment opportunities. Be familiar with and able to work with Clients using the latest technology
- Assist Clients to access Workshops, Training, Self-Employment, Job Development, Short-Term Training and Wage Subsidy
- Act as a champion of the program, promoting our services throughout community and networking events
- Work closely with the Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery
- Adhere to onsite Health and Safety Procedures

### **Qualifications**

- Minimum of a bachelor's degree, career counselling certificate, or a combination of relevant work and experience. Must have excellent computer skills
- Candidates must have strong employment counselling skills with a minimum of 2 years of experience and ability to work within a performance-based contract
- Familiarity with the Integrated Case Management Database and WorkBC policy guidelines is a strong asset
- Fluent speaking and writing English and the ability to write strong Client/ Service Rational that supports service referral/delivery
- Fluency in Farsi language an asset
- Knowledgeable in applying a social justice lens approaches to client engagement that focuses on inclusion, diversity, and equity
- Up to date with the latest job search, career exploration/ labour market practices
- Passion for helping jobseekers achieve their goals
- Strong team player & able to show initiative
- Ability to work in a flexible environment and relate well with others
- A valid criminal record check (including working with vulnerable populations) is required
- Experience in working with multi-barrier job seekers and people with disability is a strong asset

**Application Details** \*\*\**This position requires a criminal background check.*

Please send your resume and cover letter outlining relevant experience to:

Kiwassa Neighbourhood House

2425 Oxford Street Vancouver BC V5K 1M7

Email to: [careers@kiwassa.ca](mailto:careers@kiwassa.ca)

Subject line: Kiwassa WorkBC Case Manager Application

**Deadline for Applications: July 15, 2021**

*We thank everyone for their interest. Only short-listed candidates will be contacted for interviews. Kiwassa Neighbourhood House is an equal opportunity employer. All applicants will be considered*



*without discrimination against race, colour, religion, sex, sexual orientation, gender identity, national origin, age, veteran, or disability status.*