



Case Manager – Campbell River

North Island Employment is currently accepting applications for a full-time (35 hours/week) Case Manager in our Campbell River office. Whether you are an experienced Case Manager, new to the industry, or have relevant skills and education we want to talk to you! This is an excellent opportunity to work in an exciting, client-centered career with an award winning organization!

Who we are...

Connecting people with work since 1986. With over 30 years in business, North Island Employment is a cornerstone in communities building extensive partnerships with businesses, other organizations, communities and individuals in Campbell River and across Vancouver Island North. These partnerships are integral to our ability to assist people to build self-sufficiency through active and sustainable participation in the labour market and assist employers to hire the right people, with the right skills at the right time contributing to a strong, resilient and healthy community.

As an award winning organization, North Island Employment is a respected leader in workforce development and has been the recipient of numerous nominations and awards that include Business of the Year (26-49 employees) and Diversity Leadership at the Campbell River Chamber of Commerce Business Awards of Excellence along with provincial recognition as Career Development Organization of the Year by the BC Career Development Association and Employment Organization of the Year by the Association of Service Providers for Employability and Career Training.

Our culture is one of personal and professional excellence, mutual respect, collaboration and commitment to people and community. In addition competitive wages, extended health and dental, health and sick days, RSP matching, and 3 weeks' vacation to start, are part of the total compensation package for eligible staff.

Why Campbell River...

Voted one of the Best Cities for Work in B.C. by BC Business magazine in 2018 and surrounded by majestic mountains and spectacular views of Discovery Passage, Campbell River offers a rare combination of a welcoming small town feel with large city amenities. From summer markets and events in Spirit Square to a very active arts and culture community to year-round world class recreational opportunities and truly affordable housing options, the Campbell River lifestyle is unparalleled.

The community is served by a brand new hospital, ferry terminal to the Discovery Islands, Campbell River Airport (YBL) with daily flights to Vancouver in 35 minutes, municipal broadband infrastructure, a School District with innovative programs, and North Island College that boasts over 70 programs in seven areas of study.

Check out all the great things Campbell River has to offer by visiting:

<http://www.campbellriver.ca/discover-campbell-river> or <https://www.campbellriver.travel/>

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You love the details and aren't afraid to ask questions.
- You are organized and have the ability to consistently manage your time.
- You love to learn new technologies, programs, and policies.
- You are a systems thinker who is always looking for better ways of doing things.
- You have excellent data management and documentation skills.
- Your sense of humor and collaborative approach to the team you work with make people want to work with you.

The Role...

The Case Manager position reports to the Regional Manager, Operations and provides Case Management employment services to unemployed and/or underemployed people including: formal employment needs assessment, action plan development, facilitation, ongoing monitoring and support, and job maintenance and retention to a diverse range of clients.

Key Duties and Responsibilities:

- Assess the employment needs, challenges and strengths of clients using an employment readiness framework and relevant assessment tools to determine appropriate services to support the client to achieve and maintain sustainable employment.
- Assess the eligibility and need for financial supports for job search, program participation and job start activities.
- Assess and refer clients in need of diagnostic and disability supports and other specialized services.
- Work closely with clients to assess and determine suitable, realistic and sustainable career goals.
- Assist clients with referrals to appropriate community resources.
- Work with clients to develop a realistic action plan to achieve and maintain employment.
- Refer clients to appropriate workshops and provide 1-to-1 employment sessions when appropriate.
- Prepare rationales for referral to services like Training, Self-Employment, Wage Subsidy, Job Creation Partnerships etc.
- Manage a varied and complex case load.
- Monitor each client's progress (minimum 52 weeks) through ongoing scheduled contact, follow up services and post-service communications to monitor job sustainment by providing ongoing contact until client is employed and Action Plan is complete.
- Maintain up-to-date and accurate electronic case management files using integrated case management system.
- As part of rotating coverage in the Work Support Centre, assist clients in finding necessary resources and provide support and assistance to self-serve clients accessing job postings, using the computer lab, word processing, Internet, occupational information, academic/re-training information, etc.
- Facilitate group-based and 1-1 employment related workshops (i.e. resume building; cover letters; interview skills; labour market information, essential skills etc.).
- Assist with community networking (i.e. building lines of support and making cross-referrals with other social and educational agencies).
- Other duties as required.

Required Competencies and Skills:

- Understanding, and ability to apply, complex policies
- Strong case management skills.
- Strong ability to engage and work collaboratively with a wide range of clients including clients who have been mandated by the Ministry of Social Development and Poverty Reduction.
- Ability to learn and work accurately and quickly in a complex data management system.
- Excellent attention to detail, keyboarding skills, and highly accurate in data entry.
- Excellent organizational and time management skills.
- Excellent written and verbal communication skills.
- Effective interpersonal and team work skills.
- Ability to effectively facilitate group based workshops.
- Ability to effectively manage and adapt to rapid, ongoing change.
- Ability to work in an ethical and professional manner.
- Knowledge of labour market information, community services, resources and programs.
- Ability to identify client eligibility for federal, provincial and community-based programs and services.
- Knowledge of theory, principles and practices of career development.

Qualifications – Knowledge, Education and Experience

- A diploma or certificate in Career Development from a recognized post-secondary institution.
- A diploma or degree in counselling, human resources, social services, education or other related education from a recognized post-secondary institution.
- Experience working with the Employment Program of BC, the Integrated Case Management System (ICM).
- Experience working with case management database systems.
- Experience and/or training related to crisis intervention, conflict resolution, and working with clients with multiple barriers to employment.
- 3 years previous experience with direct service or program delivery in the community social services sector.
- Certification as a Career Development Professional (CCDP) or actively working towards certification.
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved.

How to apply...

Please submit a resume and cover letter detailing how you meet the requirements of this position and why you want to join the award winning team at North Island Employment!

Completed applications must be received by North Island Employment by **Friday, Nov 16th at 4:00pm.**

Please address all applications to:

North Island Employment
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