



Employment Case Manager & Job Developer

Permanent - 35 hours per week

Position Summary:

Develops and implements Case Management and Job Development activities with specialized client populations both in the Employment Center and using an outreach approach. Completes administrative tasks using the Provincial Government Integrated Case Management system.

Qualifications:

Education, Training & Experience

- Diploma in a related human / social service field; and Career Development Practitioner Certificate.
- Experience with ICM is considered an asset.
- Two (2) years recent related experience or an equivalent combination of education, training and experience.

Job Skills & Abilities

- Plan, develops, and implements the Employment Services Centre program and services that align with Provincial Government Policy.
- Provides case management and job development activities in various locations to meet the individual needs of the client and/or client group.
- Maintain client service and records in accordance with Provincial Government Policy and Agency Policy.
- Completes an in-depth needs assessment and various skills assessments to determine to clients employment skills, job readiness, social skills, life skills, and daily living skills.
- Create a comprehensive action plan with client.
- Completes various training, wage subsidy, self-employment and other required packages based on client action plan in accordance with Provincial Government Policy
- Provides direction, guidance, and case conferencing to with other service providers and community employers
- Input and maintain client information in various databases including the Provincial Integrated Case Management Database.
- Maintains the various Employment Services Centre's related records and statistics and produces reports as required.
- Teaches skills and/or knowledge to clients in a 1-1 or classroom setting.
- Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
- Liaises with community service providers, community employers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization of program in external events.
- Monitors client expenditures and maintains financial records in accordance with established procedures and Provincial Government Policy.
- Locates job opportunities for clients relevant to their individual abilities and matched with identified employer.
- Promote and market clients to the employer community; liaising between client employers to pursue pertinent opportunities.
- Negotiate job placement opportunities for individual clients to gain employment skills and related learning.
- Facilitate a successful workplace orientation, and identify any specific supports and work accommodations; assist clients to transition and adjust to their worksite and training environment.
- Provide job retention and mediation support to resolve problems and issues on the job site by conducting regular and consistent follow up support to both the participant and the employer to ensure job suitability and success.
- Solicit and document feedback from employers on participant referrals interviews.

- Network with employer groups and associations as appropriate and coordinate and deliver presentations about programs and services including conducting follow up with employers after presentations.
- Complete all mandatory learning requirements.
- Performs other related duties as required.

General:

- Wage rate: as per BCGEU Collective Agreement, Grid Level 14 (\$22.37 per hour)
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Program Coordinator, Work BC

**Please mention the name of the job position you are applying for in your cover letter.
NO phone calls. Only short listed applicants will be contacted.**

Please submit your cover letter and resume to:

Matthew Lutz, Human Resources Coordinator
Chilliwack Community Services
45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Fax: 604.792.6575 Email: careers@comserv.bc.ca

Closing Date: 12:00 Noon, April 7, 2017