



## CASE MANAGER/DISABILITY SPECIALIST, JOB QUEST

**Job ID #:** 2023-JobQuest-06

**Position:** **Case Manager/Disability Specialist – Job Quest Program**  
Career Services – New Westminster, Burnaby, and Vancouver  
Temporary part-time position at 17.5 hours per week starting as soon as possible.

### At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

### Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

### Summary:

Provides individualized, on-line, or group employment and career counselling services, and acts as a subject-matter expert to the Job Quest team to inform client disability cases. Facilitates the development of a realistic action plan for the employment or further training of the client. Monitors clients' progress and provides follow-up counselling and support until action plan is completed. Prepares and maintains prescribed reports on each client. Produces resumes and letters of application, as needed. Assists in client recruitment, program marketing and project evaluation activities.

### Reporting To: Manager, Job Quest Program

### How You'll Make a Difference

- Conducts Disability Related Employment Needs Assessments and refers clients to Specialized Needs Assessment(s) conducted by Specialized Assessors, if needed. The Disability Specialist also determines the disability supports and accommodations the client will require.
- Facilitates disability-related employment readiness workshops (e.g., Motivation and Self-Confidence in Job Search, Workplace Self-Care, and Wellness).
- Acts as a resource to Case Managers (CM) and Employer Relations Specialists (ERS) delivering specialized career counselling, job carving, and workplace accommodations supports to clients with disabilities.
- Consults on the development of individualized Employment-Related Disability Management Plans for newcomer clients to identify the supports, accommodations, assistive tools related to their employment goals. The Plan also details any recommended interventions and timelines for completion.
- As needed, provides specialized referrals for clients to obtain assistive technology, communication and hearing devices, ergonomic supports, and restorative supports.

## IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

HEAD OFFICE: 2610 Victoria Dr. Vancouver, BC V5N 4L2

T: 604-684-2561

E: [info@issbc.org](mailto:info@issbc.org)

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- Works closely with the Employer Relations Specialists to provide workplace access and modifications support, targeted job coaching advice, and navigation support when setting up workplace accommodations.
- Facilitates the development of a realistic action plan, resumes and other tools for the employment and/or further training of the client based on identified skills/interests, key work experience, and labour market needs, and secures client commitment to, and support for the action plan.
- Provides individual counselling and remote service delivery (online) as needed.
- Participates in client recruitment and screening and program marketing activities. Provides program information to training service providers and referring agencies as requested.
- Evaluate the effectiveness of services and prepare quarterly/annual reports as required in contract.
- Prepares and maintains appropriate records and prepares necessary reports on each client.
- Participates in developmental activities for curriculum, lesson plans and handouts for the program.
- Builds and maintains positive relationships with ISSofBC staff, prospective employers, resource persons, community agencies and educational institutions.
- Keeps abreast of developments in the local labour market and trends in the employment/ career counselling area.
- Collects, updates, and maintains client data as required.
- Performs other related duties as required.

#### **What You Bring:**

Certificate or diploma in vocational counselling or Career Development Practitioner (CDP); Certificate in Essential Skills; or Job Finding Club facilitation supplemented by a minimum of six (6) months' employment  
Counselling experience including facilitating workshops and small groups **OR** an equivalent combination of education, training, and experience acceptable to the employer.

#### **What Makes You a Change Maker**

- Exceptional ability to interact authentically with people with disabilities from diverse cultural, linguistic, and/or socioeconomic backgrounds and experiences.
- Ability to think critically, analyze situations and issues.
- Ability to communicate effectively in both written and oral English.
- Demonstrated cross-cultural counselling abilities.
- Demonstrated ability to facilitate workshops and small groups.
- Knowledge of local labour market issues, market trends and issues, especially those related to immigrants and/or clients with multi-barriers /disabilities
- Demonstrated proficiency in online applications including MS Office and client management databases.
- Ability to obtain and maintain a clear BC Criminal Record Check.
- Ability to operate related equipment.
- Ability to carry out the duties of the position.

#### **ISSofBC Value Proposition**

- Role Salary Range: \$26.27 - \$32.35 per hour. \*Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- Starting Salary Range: \$26.75 - \$27.88 per hour. \*Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

**ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.**

**If you are passionate about making a difference, apply now!**

Applications must include "2023-JobQuest-06" in the subject line and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org). \*\*All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

*For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.* Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.

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