



## CASE MANAGER, B-HIRED PROGRAM

**Job ID #:** 2023-BHired-02

**Position:** Case Manager, B-Hired Youth Employment Program  
Employment Program – Surrey and New Westminister location  
Regular full-time position (hybrid) at 35 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. Facilitates the pre-employment supports, development of a realistic personal action plan for the employment or further training of the youth client. Monitors clients' progress and provides follow-up counselling and support. 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.

### Reports to:

Manager, B-Hired Program

### How You'll Make a Difference:

- Provides career planning and job search assistance, including developing job search-related documents including e-portfolios and portfolios.
- 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 (on-line) as needed.
- Conducts appropriate group interventions and information workshops on relevant topics, ensuring that lessons plans are prepared and delivered consistent with program curriculum.
- Conducts service eligibility and needs assessment.
- Participates in all client recruitment and screening and program marketing activities. Provides program information to training service providers and referring agencies as requested.
- Provides referrals to skills upgrading services, and job search training and assistance.
- Coordinates enrolment and payment for externals services.

## 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) [www.issbc.org](http://www.issbc.org)



- Monitors the progress of clients towards achieving their employment and/ or training goals and provides ongoing support until the client's action plan is completed. Provides follow-up services for clients deemed to be self-sufficient. Consults with the Manager regarding any unresolved issue/ problem.
- 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.
- Produces resumes and letters of application as needed. Conducts one-on-one or group orientation sessions on relevant topics, e.g. labour market information, the hidden job market, information on available resume services, job search skills/ strength, community employment resources guide and employment-related resource.
- 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:**

6+ months of employment counselling experience including facilitating group workshops and online webinars. Considerable knowledge of local labour market information, related resources, and regulatory authorities. Proficiency with Microsoft applications (MS Office, Teams, Forms, SharePoint, etc.), Zoom, and internet research. Efficiency and accuracy with database entries. Career Development Practitioner Certificate or diploma in vocational counselling. Additional assets include certificates or training in trauma-informed counselling skills, Mental Health First Aid, Skills for Success/Essential Skills, Motivational Interviewing, or other related training and experience acceptable to the employer.

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

- Ability to communicate effectively in both written and oral English.
- Demonstrated cross-cultural counselling abilities.
- Demonstrated ability to facilitate workshops and small groups.
- Demonstrated ability to conduct individual case management services in person and online
- Knowledge of local labour market issues, especially those related to ESL immigrant clients.
- Demonstrated proficiency in Windows applications, software, and databases.
- Ability to obtain and maintain a clear BC Criminal Record Check.
- Ability to operate related equipment.
- Physical ability to carry out the duties of the position

**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.**

#### **ISSofBC Value Proposition**

- Role Salary Range: \$26.27– \$32.35 per hour \*dependant on education/training/experience/internal equity. Wage grids are reviewed annually
- Expected Starting Salary: \$26.27– \$27.88 per hour.
- Extended health and dental benefits
- 105 hours of vacation and 35 hours personal leave
- 100% employer matched RRSP contributions
- Inclusive Culture: Collaborative peers with a wide range of backgrounds and talents
- Innovative workplace with opportunity for new approaches

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

Applications must include "2023-BHired-02" in the subject line and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org)

*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.

**Closing Date: Open until filled.**