



CASE MANAGER, JOB QUEST PROGRAM
(Posted: May 7, 2024 – May 21, 2024)

Job ID #: 24046-Job Quest

Position: Case Manager

Job Quest Program – New Westminster

Temporary full-time position (hybrid), 35 hours per week starting as soon as possible until March 31, 2025

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:

The Case Manager provides individualized, on-line, or group employment and career counselling services. This position also facilitates the development of a realistic personal action plan for the employment or further training of the client, monitors clients' progress, prepares and maintains prescribed reports on each client and assists in client recruitment, program marketing and project evaluation activities.

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 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.

- 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:

Certificate or diploma in vocational counselling; Certificate in Essential Skills; or Job Finding Club facilitation, supplemented by a minimum of 6 months employment counselling experience including facilitation workshops and small groups OR an equivalent combination of education, training and experience acceptable to the employer. A Career Development Practitioner Certificate is preferred.

What Makes You a Change Maker:

- Demonstrated knowledge of portfolios including e-portfolios.
- 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, 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.
- 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

- Expected Hiring Salary: \$24.62 – \$27.09 per hour *dependent on education/training/experience/internal equity.
- Accrued vacation and other paid leave benefits based on eligibility.
- Extended health and dental benefits upon joining.
- 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.

Applications must include "24046-Job Quest" in the subject line and can be sent to: 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: By 4pm, May 21, 2024

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