

### Job Posting

#### **BCEA Case Manager – WorkBC Employment Services Program**

**Working primarily from our Westshore office, 35.0 – 37.50 hours per week, Monday to Thursday**

#### **About WorkLink:**

WorkLink has been providing government sponsored employment services to the residents of the Westshore since 1978. In 2008, our services expanded to include the communities of Sooke and surrounding areas including Jordan River and Port Renfrew. We are also pleased to provide aboriginal outreach services to the First Nations Communities of Beecher Bay, T'Souke and Pacheedaht. Our non-profit organization, governed by a volunteer Board of Directors chosen from leaders in the community, is funded through a variety of federal and provincial government initiatives.

#### **About the Program:**

The WorkBC Employment Services Contract, provides services as part of the WorkBC Employment Services program and includes service awareness and marketing activities, as well as service delivery to Clients located in all communities in BC either in-person, via outreach or virtually. The purpose of the WorkBC Employment Services program is to provide employment and labour market services and supports to individuals, employers and communities to achieve the following outcomes: Clients become more independent through sustainable employment; and to contribute to an inclusive and progressive economy by helping employers and communities develop a strong work force.

#### **About the Position:**

The Case Manager plays a crucial role in services directly to all eligible clients. Case Management is a collaborative process between a Case Manager and a Client. A Client's acceptance into Case Management is determined through a Formal Needs Assessment. The process of Case Management involves developing a positive relationship with the Client, encouraging, motivating and supporting the Client to achieve an outcome and increase independence and self-sufficiency as quickly as possible as appropriate for each Client. Key factors in Case Management include helping Clients build confidence, become self-motivated and recognize and build their skills, strengths and abilities. Case Management involves opening and managing a WorkBC Employment Services client case file, documenting client processes and tracking and recording client progress and results in the Province's ICM and in-house tracking systems. Ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual. The Case Manager must ensure that all clients will have access to high quality services, for which Ministry Policy will be applied, in the same way, regardless of where and how services are accessed.

#### **Main Focus:**

- Actively participate in staffing information booths at external community events in alignment with the agency Employer Outreach Plan and the Service Awareness & Marketing Plan
- Be Internal Subject Matter Expert on WorkBC Employment Services policy and Ministry systems process as it relates to BCEA clients
- Responsible for all case management functions and interventions
- Supports all BC Employment Assistance (BCEA) client case management needs
- Work one evening shift monthly (tbd) to provide Resource Area support or case management to clients (Westshore only)
- Works flexible hours to provide services to remote service delivery areas/outreach clients
- Provide these and other core Case Management Services to all eligible Clients:
  - determine Client eligibility for Financial Supports
  - develop an Action Plan for clients, using the results of the Client Needs Assessment
  - direct and refer the Client to other programs and resources, including WorkBC Apprentice Services and WorkBC Assistive Technology Services
  - document the Client's progress on the Client's File
  - enter into one or more WorkBC Employment Services Client Agreements
  - follow-up/support client services identified in the Client's Action Plan
  - maintain contact with the Client to support, motivate, and monitor the Client's progress
  - support clients in accessing all relevant resources

#### **Credentials and Requirements:**

- minimum two (2) years experience in delivery of employment support services (employment counselling, client needs assessments, coaching/mentoring, working with Multi-Barriered Clients), or a post-secondary certificate in counselling or career services
- familiarity with community resources and referrals
- preference given to applicants with Degrees directly related to career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management

- Cover letter and resume may be submitted to [pdoukakis@worklink.bc.ca](mailto:pdoukakis@worklink.bc.ca) no later than **Friday, February 15<sup>th</sup> at 4:30pm.**
- Only those with a minimum of two (2) years of direct experience will be shortlisted for consideration.
- This position is open to all interested applicants and requires a vulnerable sector criminal record check.

***WorkLink values the diversity of the people it hires and serves... we foster a workplace where individual differences are recognized and respected, while utilizing each person's talents and strengths.  
The more inclusive we are, the better our work will be.***