

### Job Posting

#### **Case Management Coordinator – WorkBC Employment Services Program** **37.5 hours per week working from our Sooke and Westshore offices, Monday to Friday**

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#### **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.

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

The Case Management Coordinator works collaboratively as a member of the WorkLink management team to provide oversight, risk management and quality control related to all WorkBC Employment Services contract deliverables. The Case Management Coordinator is the "Internal Subject Matter Expert" on WorkBC Employment Services policy and Ministry systems process as it relates to overall case management services, including Job Development/Customized Employment Development and Job Coaching. Ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual. This role also includes supporting clients as a Case Manager, 7.5 – 10.0 hours per week (please refer to the final bullet in the main focus section below).

#### **Main Focus:**

- Contract oversight (ESC deliverables) as part of WorkBC Employment Services coordination team
- Direct staff supervision of the case management service delivery team
- Lead for all case management policy interpretation support and staff training
- Provide resource area support during peak service periods
- Supervise all case management team members and work closely with the quality assurance team to ensure Case Managers are aware/trained are the required data entry requirements of their positions
- Support the Director of Programs in the delivery of all services as outlined in the agency Employer Outreach Plan and the Service Awareness & Marketing Plan
- Work with the Director of Programs to ensure all specialized service initiatives are implemented for all client inclusion groups
- Works additional shift (frequency tbd) to provide resource area support or case management to clients Wednesday evenings
- Provide these and other core Case Management Services (7.5 - 10 hours per week) 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

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

- minimum of two (2) years experience in a supervisory role within an employment services/community social services centre setting focusing on client services or counselling; and completing detailed research projects
- 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
- 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

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- 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.***