

Job Posting – Case Management/Customized Employment Development (CED) Coordinator (WorkBC Program)

Are you passionate about making a difference?

The WorkLink Employment Society is recruiting a full-time, Case Management/Customized Employment Development Coordinator for the WorkBC Program. This position works up to 37.5 hours per week (Monday to Friday) in our Jacklin Road office and provides support to team members located in the Westshore and Sooke offices.

About The Society:

WorkLink is a registered charity and non-profit governed by a volunteer Board of Directors, chosen from leaders in the community. We are proud to offer:

- Accelerated vacation entitlement
- Competitive wage & health benefits packages
- Flex day eligibility
- Pets in the workplace
- Relocation package for successful candidates
- Staff computer incentive program
- Strong workplace culture
- Supported work/life balance

About The Position:

The Case Management Coordinator works collaboratively as a member of the WorkLink 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. The position ensures that all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual.

The Case Management Coordinator's main responsibilities include:

- Contract oversight (ESC deliverables) as part of WorkBC Employment Services coordination team.
- Lead CED intake and caseload distribution.
- Direct staff supervision of the case management and CED service delivery team.
- Lead for all case management policy interpretation support.
- Link between employers and program staff and clients.
- Oversee the client's flow through services, ensuring a smooth transition from the initial assessment to sustained employment.
- Provide resource area support during peak service periods.
- Provide resource support or case management to clients on Wednesday evenings, on a rotational basis.
- Support the Operations Team to ensure all specialized service initiatives are implemented for all client inclusion groups.
- Evaluation, training and development of the case management and CED service delivery team.
- Work closely with the quality assurance team to ensure Case Managers are aware and trained in the data entry requirements of their positions.

Knowledge, Skills and Abilities:

- Able to interpret contract and policy requirements.
- Ability to prioritize tasks, manage tight deadlines and thrive in a fast-paced environment.
- Knowledge of local labour market.
- Strong supervisor and leadership ability.
- Highly organized with strong administrative skills.
- Professional and responsible with sensitive and confidential situations.
- Superior verbal/written skills, problem solving and interpersonal skills.

Credentials/Requirements:

- Post-Secondary diploma or certificate in related field such as career development, vocational rehabilitation, social work, or counselling.
- Minimum of two (2) years' experience in a supervisory role within an employment services/community social services centre setting focused on client services or counselling.
- Experience in conducting research and managing 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 post-secondary certificate in counselling or career services.
- Current Vulnerable Sector Criminal Record Check.
- Only applicants with previous EPBC and/or WorkBC services will be considered.

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- **Applicants may submit their cover letter and resume to pschriver@worklink.bc.ca no later than Monday, November 11, 2019 at 4:00pm.**
 - **We appreciate all applications; however only those short listed will be contacted.**
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***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.***