

CASE MANAGER

JOB DESCRIPTION and PERFORMANCE COMPETENCIES

QUALIFICATIONS:

Education/Experience

- Bachelor's degree in a related social science field and/or training or certification in employment or career counselling and/or equivalent years experience in employment or career counselling
- Extensive experience of working with diverse client populations (i.e. youth, Aboriginal persons, people with disabilities, multi-barriered, culturally disadvantaged and older workers)
- Case management and comprehensive employment counselling experience
- Experience administering, scoring and interpreting various standardized and non-standardized assessments
- Experience working on government employment contracts considered an asset
- CCDP certification is an asset

Knowledge

- Thorough knowledge of career theory and employment assessment/counselling principles and techniques
- Knowledge of job search strategies, tools, techniques and methodology
- Comprehensive understanding of Employment Program of BC mandate
- Extensive knowledge of local and provincial labour market and business community/employer needs
- Knowledge of employment service providers
- Knowledge of training and educational programming and entrance requirements
- Knowledge of community referral agencies
- Knowledge of Community Futures North Okanagan structure and services
- Knowledge of small business development

Technical Skills

Advanced skills in:

- Microsoft Windows Operating Systems
- Microsoft Word / Excel / Access
- Microsoft Office Scheduler
- Microsoft Outlook
- Keyboarding
- Technical/business writing
- Data entry
- Industry file management systems

Skills

- Demonstrated ability to provide excellent client centred services
- Demonstrated ability to manage client caseloads effectively
- Strong research skills
- Able to deliver and analyze career and vocational assessments
- Ability to analyze and evaluate the quality of service being delivered to clients
- Curriculum development and facilitation skills an asset
- Ability to manage difficult situations in a respectful, professional manner

Personal Attributes

- Demonstrated ability to listen and reflect empathy to another individual without judgement or offering unsolicited advice
- Ability to cope effectively with a high level of demands and service expectations
- Demonstrates a high level of emotional intelligence and a high tolerance for ambiguity
- Excellent interpersonal, communication and presentation skills, both written and verbal
- Results oriented and oriented to continuous improvement
- Teachable, curious and open to learning new ways of thinking and executing tasks
- Outgoing, friendly and approachable demeanor
- Proven ability to prioritize and adapt
- Time management skills to allow for effective multitasking
- Ability to work effectively in a fast-paced environment
- Proactive with strong organizational skills
- Excellent attention for detail and accurate documentation for work conducted
- Strong work ethic and desire to be successful
- Ability to work in a dynamic, team atmosphere
- Respect for and strong adherence to policies and procedures
- Ability to abide by confidentiality and privacy protocols

KEY DUTIES AND ACTIVITIES:

General

- Become familiar with and knowledgeable of the mission, values, priority structure, guidelines, operational plan, and processes of programming at Community Futures North Okanagan
- Maintain strong knowledge of other programs and funding sources available to clients
- Maintain strong working knowledge of Ministry policy, service eligibility and processes
- Conduct all activities according to Personnel and Administration Policies
- Ensure areas of responsibility are in compliance with all policies including privacy, health and safety, IT, confidentiality etc.
- Follow a code of ethics and standard of service delivery required by industry, funders and Community Futures North Okanagan
- Follow procedures and utilize all appropriate documents associated with areas of responsibility
- Maintain skill levels for delivering services appropriate to expertise, training and experience
- Initiate and participate in program ideas, design, and development processes
- Seek out and share with co-workers and clients pertinent national, provincial or local labour market information
- Maintain solid networks internally and externally to ensure clients receive appropriate referrals and resources when required

Case Management

- Maintain strong knowledge of other programs and funding sources available to clients
- Perform formal needs assessment services utilizing approved assessment tools and processes (i.e. Employment Readiness Questionnaire, Multi-dimensional Needs Assessment)
- Determine need, administer and interpret additional assessments for clients where required, document and provide strong rationale justifying the assessment(s) use (i.e. career, general, specialized, disability-related etc.)
- Navigate clients to appropriate services and supports
- Confirm income status (e.g. EI, BCEA)
- Determine clients' eligibility for Case Managed services
- Determine financial need and appropriate support services, complete applicable documentation and liaise with Financial Coordinator
- Analyze assessment information determining appropriate sequence of service needs
- Develop and revise client action plans in accordance with Ministry policy and in-house standards for every client accepted into Case Management
- Monitor client progress, review each service result and determine need for additional services
- Contact client at agreed upon schedule to determine service outcomes
- Ensure all relevant information in regards to service or financial support is recorded in the client file according to Ministry policy and in-house standards
- Close client files and provide follow-up services at appropriate time frames
- Record client employment outcomes at required intervals

Case Managed Services

- Administer financial supports according to established policies and procedures to minimize financial loss and avoid duplication of other funding sources
- Provide employment support services based on needs assessment to assist clients in developing skills required to independently job search and effectively prepare for, obtain and maintain employment
- Provide employment support services for eligible clients and where expertise exists
- Work with Business Services Coordinator and Financial Coordinator to ensure unique client employment needs are met
- Work with Business Services Coordinator to supply appropriate client information and client support when clients are in placement incentives
- Complete appropriate documentation attached to services delivered to ensure accountability for services offered
- Coordinate and communicate key information to other staff delivering services for clients (e.g. placement services, self employment services) to ensure client success
- Maintain current and accurate documentation regarding client progress/outcomes
- Record service impact and outcomes

Supplemental Services

- Assess clients need for supplemental services
- Work with appropriate staff to ensure clients meet eligibility requirements
- Prepare appropriate applications and support documents for referral to services
- Reassess client needs throughout service to ensure client success and service plan adjustment
- Monitor progress and document outcomes as per case management and case managed service requirements

ISO Quality Assurance

- Maintain strong knowledge of ISO standards and procedures
- Ensure compliance of standards and complete monitoring and reviews associated with controls of position and work responsibilities
- Monitor documents and processes associated to position to ensure accuracy
- Complete document and process changes as required
- Report all continuous improvement opportunities (e.g. client suggestions or complaints) consistently and in accordance to controls and monitoring expectations

Marketing

- Promote services to the general community and targeted individuals and groups as directed by the Team Leader and Program Manager
- Represent the organization's values at all times during work activities and when representing the organization

Specialized Populations

- Adapt all Case Management and Case Managed Services to specific client population needs
- Maintain strong network and working relationships with service providers
- Understand and is thoroughly versed and skilled to deliver services unique to specialized client population e.g. apprenticeship applications, disability supports
- Maintain knowledge of unique labour market information and employer connections specific to client population

Performance Competencies

The position requires the following competencies and skills listed below and will be evaluated accordingly.

LEVELS OF COMPETENCY

Communication – Clearly conveying and receiving messages to meet the needs of all, expressing oneself effectively, understanding underlying issues and adapting communication for the situation.

Teamwork – Working cooperatively and productively with others to achieve results by actively participating in the team and involving other team members.

Problem Solving & Judgment – Ability to assess options and implications in order to identify a solution by breaking down problems, recognizing basic and multiple relationships and can develop complex plans and/or analyses.

Adaptability – Personal willingness and ability to work in and adapt to change, valuing the need for adaptability, demonstrating adaptability through adapting approach and strategy.

Client Focus – Understanding and meeting or exceeding client needs through responsive client service and contributing to positive outcomes for the client, meeting long term client needs. See

Innovation Using original and creative thinking to make improvements and/or develop and initiate new approaches for own job/area as well as the organization, and does things new to the organization.

Relationship Building – Developing and maintaining win/win relationships and partnerships through establishing formal working relationships.

Self-Management – Reflecting on past experiences in order to manage and continually improve our own performance, recognizing opportunities and addressing difficulties; taking responsibility and learning from mistakes; seeking input from others.

Service Facilitation – Creates networks to ensure required services are delivered effectively, providing information as required.

Organizational Awareness & Commitment – Understands the structure and culture of the organization and supports the organization's values, principles and goals; demonstrating an understanding of the organization beyond own workgroup and can anticipate and meet organizational needs.