



Work BC Case Manager / Employment Counsellor Kiwassa Neighbourhood House, 35 hours per week, Monday to Friday, full time permanent

Classification: Unique Job Rating

Grid Level: 12, JJEI Wage Grid

Overview: Kiwassa Neighbourhood House is a multi-service agency in East Vancouver where people of all ages, cultures, and walks of life can make friends, participate in programs, find resources, share ideas, and contribute to community life. We are seeking one enthusiastic and experienced Case Manager / Employment Counsellor for a full-time position to work at Work BC Northeast location on 2555 Commercial Drive Vancouver. This position is for 35 hours a week. This position will have an anticipated start date of **January 15, 2024**.

Job Summary: Under the supervision of the Manager of the WorkBC Vancouver Northeast location, and Kiwassa's Employment Coordinator, the Case Manager / Employment Counsellor is responsible for working closely with job seekers to assess service suitability, develop and implement an Employment Action Plan. The Case Manager will support Clients with achieving their employment goals by referring them to WorkBC interventions. The Case Manager will support Clients to secure and maintain employment by monitoring their progress and provide job coaching. Experience with multi-barrier clients is a must.

Key Responsibilities:

- Case managing & counselling clients to achieve Labour Market or Community Attachment including addressing any client barriers; build on client strengths through an integrated case management model
- Work as part of a multi-agency team to deliver a comprehensive employment program designed to meet the individual needs of clients facing multiple barriers to employment
- Assessing Clients and ensure they are referred to appropriate interventions
- Work closely with the Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery
- Ensures that active clients are regularly monitored and followed up on their Action Plans; ensuring inactive clients are engaged and documented accordingly
- Adhere to onsite Health and Safety Procedures, and works within government compliance regulations

Qualifications:

- Minimum of a bachelor's degree in a related field or an equivalent combination of relevant work and experience.
- Must have excellent computer & communication skills
- Candidates must have strong counselling skills with a minimum of 2 years of experience in the non-profit or social service sector
- Must possess up to date skills in job search, career exploration/ labour market practices
- A clear and satisfactory criminal record check (for vulnerable populations) is required

Reporting Relationships: This position reports to WorkBC Manager at the Vancouver Northeast location and to Kiwassa's Employment Coordinator.

Remuneration: The wage rate for this position is set at JJEI Wage Grid Level 12 at \$28.32



Interested applicants are requested to submit a resume before December 31, at 12:00 pm to careers@kiwassa.ca RE: WorkBC Case Manager/Employment Counsellor. This is a unionized position covered by a Collective Agreement with the BCGEU.

This position requires union membership.

This position is open to all applicants. We believe diversity drives collaboration, innovation, and better solutions. We celebrate cultural diversity and multiple approaches and points of view and are actively working to ensure our team reflects the communities we serve.

We thank all applicants for their interest. However, only short-listed applicants will be contacted.

Kiwassa grows a welcoming and inclusive community in the vibrant Hastings-Sunrise and Grandview Woodlands neighbourhoods of East Vancouver, located on the traditional, unceded and occupied lands of the Skwxwu7mesh (Squamish), Səlílŵ ətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəy̓əm (Musqueam) Nations.



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