

Job Posting The Training Group

Welcome to the Employee Relations Department Job Postings page for The Training Group Contract Employees.

Current jobs are listed according to the program requesting the position.

[The Training Group](#)

POSITION: Case Manager
PROGRAM: The CAVE

Competition Number: 2010-012T

Internal/External Posting

The Training Group at Douglas College is seeking an individual to be a Case Manager at THE CAVE employment Resource Centre. This individual will assist individuals aged 15-30 in their job search and career planning activities including development of SDEB submission documents.

Reports to: The Training Group Program Manager

The Case Manager will provide the following services:

Resource Assistance: Greeting clients and visitors ensuring youth sign-in, answering queries and direct appropriately. Encourage drop-in clients requiring extensive assistance to attend workshops or to see their assigned case manager for a referral to address their needs.

Case Management: Provide new clients with tours to familiarize them with CAVE resource area to facilitate self-reliance for future visits. Conduct Needs Determinations/Counselling assessments in accordance with MHSD guidelines. Assist clients with the development of individualized, mutually agreed upon return to work action plans. Make appropriate referrals to other community agencies and supports as indicated by client needs. Guide and assist clients through SDEB funding process including development of appropriate documents, collaborating with MHSD staff and administration of submissions.

Coaching clients: provide one-to-one coaching to clients to develop an action plan for employment. Assist clients with career planning assistance, goal setting, resume writing and interview techniques. Provide follow-up on clients. Assist in the development and implementation of efficient procedures for collecting, tracking and recording information.

Facilitate Workshops/Outreach: on job search, career planning, job maintenance and personal management skills. Facilitate unstructured drop-in outreach sessions at various locations within the Burnaby MHSD catchment area to assist youth with career planning and job search. Collect registration information from clients and provide case management as appropriate. Ensure workshop evaluations are conducted at each workshop session and submit to program supervisor and program coordinator. Keep record of all workshops facilitated for inclusion on monthly activity report noting number of participants, type of workshop, narrative summary and how it went, recommendations for future, and participant comments.

Computer Labs/Resource Centre: Assist clients using resource computers and troubleshooting simple problems when required. Provide on-floor assistance to clients, monitor resource area and client activities to ensure appropriate usage of the centre's computer lab. Update computer book marks on a regular basis to ensure web sites are current and useful for clients. Monitor supplies and restock as needed. Monitor self-help resources and replenish as needed. Provide ongoing organization of client resource area in a

user friendly-fashion. Note suggested resources from clients and bring forward to the program supervisor along with personal recommendations for resource library purchases.

Administration: Maintain records for clients. Enter information on clients into databases. Update CAVE job posting board, volunteer board, self-employment & community events boards, scan newspapers, internet and other resources for new postings. Participate in bi-weekly team meetings, strategic planning sessions, program reviews. Ensure all documentation in Case Managed client files is complete. Ensure client evaluations of Case Management services are conducted at regular intervals.

Marketing: Participate in proactively recruiting unemployed youth to the centre. Conduct presentations to other agencies, government and educational bodies within the MHSD designed catchment area. Actively network with designated catchment area. Assist with aspects of marketing/recruiting as requested by Program Supervisor.

Curriculum: Review and update workshop curriculum to meet the needs of our youth clientele.

Reporting: Maintain well documented records as required. Prepare statistical reports as required and maintain data base. Create monthly reports to be forwarded to the Program Coordinator outlining Case Management and other activities.

Quality: Maintain standards required to meet The Training Group Quality Management System.

Teamwork: Contribute to The C.A.V.E. team and to a positive work environment at Burnaby Training Centre. Provide coverage to other C.A.V.E. staff on the team as required or assigned. Communicate openly and identify any issues that need to be discussed or addressed.

Liaison: Liaise with other community service providers/agencies for the purpose of sharing information and making referrals.

Outreach Services: Participate as delegated by program manager and supervisor in the coordination and implementation of quarterly special events and employers fairs.

Community Events: Participate in community events throughout the Burnaby MSDH catchment area such as career fairs, as assigned.

Risk Management: Participate to ensure that all aspects of safety guidelines for clients and staff are being followed. Maintain client confidentiality and assist with ensuring premises are secure before leaving for the day. Ensure that when vacant all offices and the lunch room are locked.

Other duties as required.

Case Manager Qualifications:

- An undergraduate degree in a related field i.e. psychology, education, social services
- Minimum two years case management experience with **STRONG** SDEB knowledge
- Knowledge and experience in working with multi-barrier individuals aged 15-30 yrs old.
- Must possess exceptional communication and leadership skills
- Proven facilitation skills with groups and one on one coaching
- Demonstrated problem solving and critical thinking skills
- Must be dynamic, energetic and able to multitask in a busy environment
- Able to establish priorities and meet deadlines
- Detail oriented with ability to establish priorities, work to deadlines, and maintain well documented records.
- Positive team player who interacts well with colleagues
- Acts as a positive role model

- Have access to a vehicle and holds a valid BC Drivers license
- Strong computer skills; MS Office Systems, Database entry and the ability to research information via the internet; experience with Contact IV an asset.

This is a contract position and a criminal record check will be required prior to employment. All successful candidates will be required to provide proof of stated credentials.

TO ENSURE CONSIDERATION, APPLICATION MUST BE RECEIVED BY:

3:00 pm, July 30, 2010. Please ensure your resume clearly demonstrates how you meet the above qualifications and forward via email to: ttg@douglascollege.ca

DOUGLAS COLLEGE
The Training Group
PO Box 2503
New Westminster, BC V3L 5B2
FAX: (604) 527-5095

We wish to thank all applicants for their interest. Only those applicants selected for further consideration will be contacted.