

POSTING

CASE MANAGEMENT TEAM LEAD

Permanent Full Time (35 hours per week) - 2 Positions
(This position requires work outside normal office hours)

WorkBC Employment Services

North Surrey & Newton Location

The Case Management Team Lead is responsible for ensuring that the case management services are delivered in compliance with WorkBC Policy, legislation, regulations, contractual commitments, Options Community Services (OCS) policies and commonly - accepted practice standards of WorkBC Employment Services Centers. The Case Management Team Lead provides supervision, direction, training and support to staff and volunteer assignments and participates in hiring including recruiting, selecting, orienting, supervising, disciplining and evaluating employees. The focus of this position is to ensure that staff are supported in operations and service delivery through ongoing monitoring, training and correction of learning systems for efficiency and effectiveness. The Case Management Team Lead helps identify any gaps in training, policy interpretation, procedures or shortfall in achieving targets and ensures they are addressed to ensure excellence in assessments and services.

KEY DUTIES AND RESPONSIBILITIES:

1. Works with the Program Manager and Assistant Manager in analyzing service delivery procedures and program statistics to ensure that the program(s) meet or exceed contract objectives.
2. Ensures that accurate program and client records are maintained and that confidentiality is a priority to ensure consistency and quality of service delivery.
3. Provides feedback and input on performance plans/evaluations for staff on a regular basis, including feedback to ensure effective communication and relations between staff, volunteers, community professionals and clients are maintained when delivering services and problem solves with staff and/or the program manager regarding any work related problems or concerns.
4. Assists in conducting program evaluations, surveys and focus groups for project/ program evaluation and enhancement and provides input for the development of new improved program(s). Acts as a liaison person for secondary delivery sites and outreach locations. Assists the Program Manager in developing, revising, and implementing the program practice/procedure manual as needed.
5. Participates in OCS co-ordination and management functions, including participation in meetings within OCS for the purpose of sharing information, coordinating service development and delivery.
6. Responds to complaints / inquiries from staff, clients, funder representatives and the community in a professional and appropriate manner.
7. Performs other related duties as required.

QUALIFICATIONS

Education, Training and Experience:

- Experienced in management and supervision of a team of Employment Counsellors
- Experienced in coaching team members and providing training and support in the use of funder policies

NOTE: Applicants not selected for an interview will not necessarily be notified.

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OCS Posting #:A21256

- Solid understanding and experience interpreting applicable WorkBC policies, regulations and protocols, including ICM requirements, BI Portal Reports and data analysis.
- Experienced in reviewing long-term intervention applications for feasibility and required documentation, including a sound understanding of Skills Training (ST) processes and ST decision making criteria

AND

- A post-secondary education in related discipline such as social work, psychology, business, leadership, human resources.

OR

- A minimum of 2 years direct experience leading staff to achieve high levels of client employment outcomes and meeting or exceeding funder contractual targets.
- CCDP designation is a strong asset
- Leadership training/courses eg. Federation of Community Social Services Leadership 2020 is beneficial

Job Skills and Abilities:

- Strong communication skills both written and oral with ability to clearly articulate outcomes, challenges and opportunities in reports to the Program Manager.
- Demonstrated high degree of initiative, flexibility, adaptability, good judgement, problem solving, and ability to work under pressure.
- Demonstrated ability to organize and coordinate events.
- A high level of motivation and sensitivity is required to effectively deliver services to a variety of individuals and supervise staff.
- No relevant criminal history. Verified good character and sufficient reference history to verify this requirement.
- Demonstrated sensitivity to and respectfulness of cultural and lifestyle diversity including strong interpersonal and intercultural communications skills.
- Must have an appropriate valid Driver's License and reliable vehicle.
- Must complete a six (6) month probationary period before staff are permanent.
- Crisis Line experience an asset.

* An eligibility list will be maintained for up to 6 months.

CLOSING DATE:

Resumes will be reviewed starting [January 16, 2019] but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO:

Jagjit Gill, Senior Program Manager
Options Community Services Society

Unit 160, 10362 King George Blvd.
Surrey, BC V3T 2W5

Email: employmentservices@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21256] and outlining your qualifications and related experience for the position.

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