

**We're Hiring!**



## CASE MANAGEMENT SUPPORT SPECIALIST

<b>Posting Requisition</b>	22213	<b>Program</b>	WorkBC
<b>Job Type</b>	Temporary, Full-time until Jan 31, 2024	<b>Location</b>	Surrey-Newton, BC
<b>Hours of work</b>	35 hours per week	<b>Closing Date</b>	Open until filled

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Case Management Support Specialist will assist with OES applications, development of return-to-work action plans, basic case management, and follow-up support, referrals, and assistance to those seeking sponsored training or other long-term interventions, as appropriate. The incumbent will be responsible for processing, administering, monitoring, and tracking job-start support and other financial support. The Case Management Support Specialist will also perform assigned tasks to assist with data entry revisions and follow-up to enhance key performance measures and program outcomes. The Case Management Support Specialist is responsible for staying abreast and following WorkBC Policy and ICM requirements to ensure accurate data entry and record-keeping in ICM and collection of documentation and statistical information.

### ACCOUNTABILITIES

- Assess clients' eligibility for services, assist with online applications and ensure clients are aware of service and support offerings.
- Coordinate new referrals and client flow from other programs to WorkBC through outreach.
- Work closely with employment counsellors to ensure that client needs have been accurately identified and addressed with regards to job starts and other financial supports.
- Work with clients to develop/update a collaborative return-to-work action plan including resume development, job coaching follow-up, outreach work that appropriately meets the clients' needs, and monitoring of long-term interventions.
- Work closely with all other workgroups to manage client flow by screening clients for services and administering, monitoring, and tracking financial supports and services according to WorkBC policy and eligibility criteria.
- Complete and track statistics, reports and documentation on activities and intake, including gathering of receipts, progress reports, and documentation for dispensing/administering/tracking/monitoring of financial supports.
- Open, maintain, and close ICM and physical client and service files/records in accordance to requirements of the funder and Options Community Services (OCS), including data entry corrections, accurate submission of orders, billings, revisions and tracking of outcomes.
- Contact other agencies, training organizations and employers to confirm client progress and obtain documentation as appropriate such as attendance reports and receipts.
- Performs other duties, as needed.

### QUALIFICATIONS

**Education, Training, and Experience:**

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- Post-secondary education in social services or a related field and a minimum three (3) years' demonstrated experience in employment counselling. A combination of equivalent experience and training, with emphasis in employment counselling will be considered.
- A Career Development Practitioner certificate is an asset.
- Competent assessment skills utilizing a comprehensive model, appropriate to the client's needs.
- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community.
- Well-developed computer skills in Microsoft Office; strong ability to learn new computer software, including ICM.

#### **Skills and Abilities:**

- Comfortable working in a performance-based work environment with strong emphasis on sustained employment outcomes.
- Strong problem-solving skills and ability to make “hard decisions” utilizing critical thinking
- Sound understanding of skills training process and long-term intervention decision making criteria.
- Must be independent, self-motivated and have a mature disposition.
- Ability to write and format current industry standard resumes
- Flexible and committed to working in a team to achieve sustainable outcomes, targets and obtain required documentation.
- Proven ability to meet deadlines and maintain accurate files in a timely manner.
- Competent in relating to a diverse clientele and sincere appreciation for a multi-cultural environment.
- Must be sensitive to and respectful of cultural and lifestyle diversity.
- Strong ethics around confidentiality
- Ability to identify sensitive issues and maintain confidentiality
- Second language is a strong asset; preference will be given to Pushto, Dari, Farsi speakers

#### **SPECIAL REQUIREMENTS**

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.
- Applicants with lived experience are strongly encouraged to apply.

*\*An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position. This position is open to all qualified applicants.*

**PLEASE APPLY TO:** Ferrix Leung, Case Management Team Lead

Options Community Services Society

Email: [employmentservices@options.bc.ca](mailto:employmentservices@options.bc.ca)

**Please include a cover letter clearly indicating the posting number [posting #22213] and outlining your qualifications and related experience for the position.**