

**PREP Community Programs  
Job Description**

**Position Title:** Case Manager/Employment Counsellor (1.0 FTE – 32 hours per week)  
**Reports to:** Client Services Coordinator, Career Link

***Description***

The Case Manager/Employment Counsellor is a member of Career Link’s Counselling Team, and part of the larger Career Link Team. The Case Manager is responsible for providing comprehensive employment counselling services to agency clients related to job search, career planning, employment maintenance, and skills enhancement. As part of this role, counsellors assess client needs, develop client action plans, administer financial supports, make referrals, follow up with clients, and document client activity in the Integrated Case Management System (ICM), following agency guidelines and WorkBC Employment Services policy.

***Responsibilities***

**Client Assessment**

- Complete client intake, assessments, and service-needs determination
- Register and/or refer clients for further service, according to established criteria

**Case Management/Employment Counselling**

- Develop respectful, collaborative relationships with clients
- Utilize supportive employment-counselling techniques while following the agency’s code of ethics
- Facilitate client goal setting and action planning in the areas of job search, career planning, employment maintenance, and skills training
- Provide employment-counselling services to a variety of client groups
- Identify a client’s barriers to employment and understand the job-loss cycle

**Client Progress Documentation**

- Monitor and record client activity, according to funding contract requirements
- Maintain accurate and timely client records in the provincial government’s Integrated Case Management (ICM) System
- Complete follow-up surveys with clients, as required

**Workshop Referral and Delivery**

- Deliver employment-related information to clients; such as: job leads, labour market information; resume development, and cover-letter preparation; in one-on-one or group format
- Participate in planning, updating, and evaluating effectiveness of workshops or information sessions
- Complete forms and record workshop participants; update curriculum outlines as needed
- Keep up to date on the content and process of workshops offered at Career Link
- Make appropriate referrals to workshops and other services
- Provide information to workshop facilitator regarding special needs or circumstances of individual clients, as appropriate
- Consult with facilitator during the course of the workshop regarding individual clients, as needed

## **Teamwork**

- Share, report, update co-workers on activities impacting the project and/or client services
- Maintain ongoing links with support agencies, funding bodies, and resource services, within the community and further afield, as needed
- Maintain strict confidentiality related to clients, colleagues, and agency
- Facilitate community-development initiatives, particularly in the areas of training and employment development (as time allows and with team guidance)

## **Knowledge**

- Deliver relevant information about agency services, community programs and resources to clients
- Conduct orientations to agency's self-help services
- Maintain up-to-date knowledge of these services and how to support clients in accessing them
- Achieve comprehensive understanding of all services and supports available through WorkBC Employment Services, and adhere to contract mandates
- Stay up to date on changes to ICM and WorkBC Employment Services policy
- Maintain a working knowledge of relevant legislation; such as: federal/provincial labour-market agreements; information and privacy legislation; employment standards; Employment Insurance; BC Employment and Assistance
- Adhere to principles of lifelong learning, and participate in professional development to stay current on employment-related knowledge and best practices

## **Administration**

- Administer financial supports, according to contract policy and client eligibility
- Follow internal office/clerical procedures; such as: keeping appointment calendar updated, completing ICM entries, and implementing quality-assurance procedures
- Work flexible days and shifts, as required
- Perform other related duties, as required

## ***Basic Requirements***

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### **Education:**

- Completion of post-secondary education in a relevant field (e.g., career development, social work, counselling, coaching, human services), or the equivalent combination of education and experience
- CCDP designation an asset

### **Experience:**

- Minimum 2 years of demonstrated experience in: completing and interpreting client needs assessments; providing individual coaching/counselling; delivering individual and/or group life skills,
- Preference in employment counselling within the WorkBC program

### **Abilities and Skills:**

- Experience designing and delivering innovative individual and group client services
- Well-developed documentation skills and attention to detail
- Effective interpersonal and cross-cultural communication skills
- Effective time-management and organizational systems
- Competent use of Word and scheduling software
- Ability to work with computerized client records; experience with ICM a strong asset
- Ability to research and connect with local employers and local labour market
- Demonstrated ability to work independently and to contribute effectively to the team

### **Personal Suitability:**

- Ability to remain objective and handle confidential information with discretion and integrity
- Proven ability to learn quickly and adapt to changing demands
- Interest in participating in community-engagement initiatives

- High level of motivation and positive attitude
- Willingness and ability to work a flexible schedule, including occasional evenings
- Access to a vehicle in order to provide outreach client services at multiple community locations on a rotating basis
- A current and satisfactory criminal record check including a vulnerable sector check is mandatory at time of job offer