



Cowichan Lake Community Services Society

P.O. Box 670, Lake Cowichan, B.C. V0R 2G0
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Case Manager & Employment Counsellor

Status: Permanent Full-time

Wage: To be discussed

Hours: 36 hours/week

Start Date: As soon as possible

Reports to: Executive Director

Organizational Overview

Cowichan Lake Community Services is a non-profit society providing programs and facilities to the people of the Cowichan Lake area. Its mission is to enhance and support the quality of life for all Cowichan Lake area residents. This is done through a variety of programs including counselling and support programs, employment and social development programs, and a multitude of therapeutic recreation programs.

Job Summary

The successful candidate will provide case management for any eligible British Columbian, including specialized populations in collaboration with the Ministry, supplemental service providers, community partners, employers, and projects. The main priorities are to conduct client needs assessments; client financial needs assessments, administer and interpret specialized assessments; determine client status and funding sources; develop, review and revise action plans; identify resources for employment support services including assisting clients to prepare for job search and work, find jobs/work experience, and maintain employment; monitor and report on client activities and services; review client files; provide follow up and job sustainment support; and prepare and close client files.

The employee will also be responsible for providing employment/career counselling to eligible clients through career planning and development, occupation selection, and work search strategies. The main priorities are counselling, assisting clients to complete applications for case managed services, and referring clients to appropriate internal and/or community resources. The employee will collaborate with clients to identify barriers to employment, clarify employment difficulties, while determining strategies to overcome them, and where appropriate, refer to additional services for further assistance. They will share information on the labour market, community resources, government programs, career development, and issues related to unemployment.

This is a permanent, full-time position; however, all positions are dependent on third-funding party remaining in place.

Essential Functions

- Support clients to register using the OES, when required. Communicate with clients through the OES and/or ICM.
- Assist clients to register on the Virtual WorkBC Centre, track progress and submit relevant information into ICM.
- Develop respectful collaborative relationships with clients
- Conduct individual client needs assessment including confirm client eligibility
- Conduct client financial needs assessment
- Explore client issues and initial self-assessment, surveys to gain an understanding of background, previous employment, barriers and goals
- Identify employment and career development direction and determine next steps
- Assist client with development of Action Plan; make internal and/or external referrals
- Support eligible clients with Wage Subsidy and Community and Employer Partnership applications
- Support clients with Job Start and/or Job Search supports
- Support clients with referral to self-employment assessments and orientation and if appropriate, to the Self-Employment Program
- Deliver information to clients, community resources, government programs, career development, and issues related to unemployment
- Deliver workshops as required
- Conduct regular client follow-up and job sustainment support
- Support clients to register using the OES, when required. Communicate with clients through the OES and/or ICM
- Develop respectful collaborative relationships with clients
- Work closely with other staff members with regard to support and referring clients to appropriate services
- Counsel individuals regarding career planning and development, occupation selection, and work search strategies
- Develop and implement counselling and intervention programs to assist clients in determining employment goals and means of attaining such goals
- Work with clients to identify barriers to employment and strategies to overcome them and, where appropriate refer to additional services for further assistance
- Evaluate the effectiveness of counselling in resolving identified barriers to employment, and in making progress towards realistic and meaningful career/employment objectives
- Provide supportive counselling to develop positive plans of action for employment and assist with the refinement of action plans
- Administer and interpret career assessment tools with clients one-to-one, in group sessions, or online, and provide guidance on suitable careers

- Assist clients to find appropriate resource material, using computers, print resources and/or online applications
- Assist eligible clients with their applications for Work Experience, Skills Training, Self-Employment and Job Search Services – The employee will be responsible for ensuring eligibility and suitability, in compliance with Ministry policy and procedures
- Monitor and record client activity, according to funding contract requirements
- Update and maintain database of confidential client files; keep accurate records and statistical information
- Ensure strict adherence to client confidentiality and all other professional codes of conduct
- Have a strong working knowledge and in-depth understanding of employment services needed to support Clients along a successful path toward employment that is sustainable
- Critique, proofread and provide clients with support in resumé, cover letter, and career portfolio development
- Identify clients who may benefit from assisted services and recommend Case Management Services
- Other related duties as required

Qualifications

Education

- Post-secondary education in a relevant field: career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education, or human resources
- Training in Employment Counselling theories and processes and career assessment tools

Knowledge, Skills, & Abilities

- 3 years or more experience as a Case Manager conducting and interpreting client needs assessments, or related needs assessment experience
- Experience in counselling clients for career planning, vocational selection, job search, identifying and overcoming barriers to employment, and personal and career management
- Coaching and mentoring clients
- Assisting clients in developing and revising action plans
- Building partnerships with employers, community agencies, and other stakeholders
- Demonstrated experience in case and file management

If interested in this position, please submit your cover letter and resume to execdir@comserv.org