



North Shore Multicultural Society

Job Description

Position Title: Case Manager – Resource Advisor
Department: Employment
Program: NSESC - Immigrant Services
Reports to: Coordinator-Senior Case Manager

Summary

Under the direction of the NS ESC – Immigrant Services (NS ESC IS) Coordinator, the Case Manager-Resource Advisor is responsible for assessing clients for and providing clients one-to-one case management services and resource centre support. Case Management services include: administering needs assessments, identifying client tier, monitoring client tier numbers/averages/maximums, developing action plans, monitoring client progress and outcomes; providing information, referral to community resources and advocacy, when needed. As a part-time Resource Advisor, this position also assists clients in the resource area with basic job search requirements, accessing hard copy/electronic resources, and registering for workshops.

Duties

NSMS & ESC Partners

1. Becomes familiar with NSMS programming objectives and client service philosophy, and understands clearly his/her role in achieving the goals and outcomes for the First Step Services
2. Works as part of a multi-faceted and multi-agency team to deliver a comprehensive program designed to meet individual needs of clients

First Step

1. Working with clients in a drop-in setting and workshop model to achieve Labour Market or Community Attachment including addressing any client barriers and building on client strengths through an integrated case management and drop-in centre model
2. Is responsible for reading the project proposal and contract and becoming familiar with the projects objectives, goals, and outcomes
3. Assists the Coordinator-Senior Case Manager in developing the procedures for, and participating in the recruitment and selection of clients
4. Provides monthly statistics on client progress as prescribed by the Coordinator

Case Management (up to 25 hours/week)

Client Service Delivery

1. Working with clients to achieve Labour Market or Community Attachment, including addressing any client barriers and building on client strengths through an integrated case management model
2. Connect clients to employment support services through NS-ESC IS, NSMS, ESC, satellites offices and partners

3. Keep abreast of labour market trends, employment issues, community resources , job training and employment opportunities
4. Administering Multidimensional Needs Assessment and Formal Needs Assessments with clients using a variety of assessment tools
5. Identify tier category of clients, and develop and monitor Return-to-Work-Action Plans with clients
6. Booking clients in workshops and monitoring attendance
7. Work/Community Placements - approval, completion, and financial monitoring
8. Following up with clients to assess progress and maximize outcome fees
9. Working within government compliance regulations
10. Community outreach and liaison with project partners and employers

Client Tiers, Tier Averages/Maximums and Revenue Generation

1. Responsible for reporting client progress and milestones through the ICM
2. Assess client tiers and maximize tier revenue
3. Monitoring tier numbers and client maximum averages daily,
4. Moving clients within tiers as key milestones are achieved
5. Maximizing billables to ensure maximum revenue is generated

Resource Advisor (10 hours/week)

Client Service Delivery

1. Assisting clients with basic job search requirements and using latest technology
2. Assessing client's needs and moving client into case management when needed
3. Monitoring attendance and following up with clients to assess client progress and maximize outcome fees
4. Connecting clients to resources at NS ESC – IS, NSMS, ESC, partner satellite offices, or in larger community
5. Keep abreast of labour market trends, employment issues, community resources , job training and employment opportunities

Administrative

1. Booking clients into workshops
2. Recording proper workshop ID codes into ICM to maximize revenue, ensuring data is entered into ICM to capture billables
3. Responsible for reporting client progress and milestones through the ICM
4. Ensuring file consistency for government audits

Resource Area Maintenance

1. Developing and updating employment, labour market and educational resources
2. Keeping job boards and internal Homepage updated
3. Trouble shooting computer issues

Reporting and Communications

1. Keeps Coordinator informed and up-to-date regarding client issues, progress/concerns in achieving milestones relating to client-tier numbers, client average maximums, and billables
2. Community outreach and liaison with project partners and employers

Other

1. Attends and takes an active role in departmental, all-staff, and committee meetings
 2. Performs other duties, as assigned by the Program Coordinator
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Qualifications

Minimum

Knowledge

Must have a good working knowledge of:

1. NSMS activities
2. Excellent knowledge of the local labour market, and all stages of case management , job search and career planning
3. Employment related barriers and needs of Immigrants
4. Standard office equipment
5. IBM personal computer and software applications (word processing, spreadsheets, email, internet and databases)

Education

1. Degree, diploma, and certificate in employment related teaching, adult education/or counselling or appropriate combination of course work and experience

Skills

Excellent level:

1. Verbal/interpersonal and written communication skills
2. Organizational skills
3. Sound judgment and initiative
4. Accuracy and attention to details

Competent level:

1. Internet navigation of employment related websites and social networking media
5. Word processing skills
6. Spreadsheet and database software skills

Experience

1. Experience in working with immigrants specifically in the areas of case management, needs assessment, job search and career planning, and referral
2. Experience in assessing job readiness (e.g. skillsets, commitment to job search, English language skills) of clients relative to their job employment goals
3. Demonstrated flexibility in working with supervisor, staff, colleagues/ESC partners, clients, employers, and community representatives.

Personal Suitability

1. A very flexible working style and adaptable to changing priorities
2. Commitment to working as a team player
3. Willingness to keep abreast of current and future trends in employment

Desired

1. BCCDP certification or working towards certification
2. Previous experience using Contact IV
3. Experience working within a resource centre environment
4. Second language



Position Specific - Additional Information

Start Date: March 19, 2012

Salary Range: \$25.20 - \$27.00/hour, dependent on experience

Work Schedule: 35 hours/week

Supervisory Role: N/A