



## **Full Time Position: Case Manager Neil Squire Society, Burnaby, BC**

Neil Squire is a Canadian national not-for-profit organization that empowers Canadians with disabilities through the use of computer-based assistive technologies, research and development, and various employment programs. Headquartered in Burnaby, BC, the Neil Squire is presently hiring for their Working Together with Employers & Enhancing Employment (WTEEE) program, a federally funded project.

We are currently seeking a **Case Manager** to work full-time at our **Burnaby Office** in our Working Together with Employers & Enhancing Employment (WTEEE) program.

Under the direction of the Director of Employment Programs, the Case Manager is responsible for recruitment, intake process and case management of clients. The Case Manager develops and revises action plans as needed to help participants meet their employment needs and goals. The Case Manager works collaboratively with Career Facilitators, Job Developers and other Case Managers to support client's employment goals and action plan.

### **Duties and Responsibilities:**

- Respond to phone calls and emails from individuals and service providers seeking information on the program
- Screen clients for eligibility/suitability for program
- Conduct intake assessments and initial needs determination with clients
- Conduct one-on-one and group based employment counseling sessions and administer assessments required using various career assessment tools
- Develop realistic and appropriate action plans for participants, review and revise action plans as required
- Manage all aspects of client action plan and refer client to other services as appropriate
- Keep in close contact with every client. Ensure client progress is always up to date in program database
- Attend regular team meetings to discuss program delivery and client progress
- Work collaboratively with Career Facilitators, other Case Managers and Job Developers
- Enter all case notes and client activities into appropriate database; maintain up-to-date employer and client databases
- Maintain electronic and physical filing systems of client files
- Assist with preparing detailed monthly and quarterly reporting on recruitment activities, client progress, success story and project progress, in accordance with program procedures for submission to funders

- Ensure all statistics, case notes, reports, consents and other information pertaining to client documentation are completed on time and maintained in adherence to policies and procedures
- Facilitate and maintain positive relationships with community partners and organizations
- Attend conferences, networking opportunities and other community events
- Other additional duties will be assigned as needed

### **Education, Training, Experience and Other Requirements:**

- Relevant Bachelor's Degree, Diploma in Social Sciences or a related field and/or CDP Certificate. OR an equivalent combination of education, training and experience
- Experience in employment counseling, case management and conducting various needs assessments is a strong asset
- Ability to work with clients with disabilities utilizing a result-oriented focus combined with patience
- Demonstrated ability to creatively solve problems and overcome challenges associated with working with multi-barriered clients
- Adaptive to ongoing change, flexible, creative and able to deal effectively with transition
- Knowledge of various assessment tools and community resources
- Strong administration, computer and technical skills including Microsoft Office
- Excellent verbal and written communication skills
- Demonstrated ability to meet deadlines and work under pressure
- Willing to undergo a Criminal Record Check is a requirement
- Must adhere to project outcomes, objectives and policies of the organization to ensure success

### **Additional Information:**

- Work Schedule – Monday to Friday, 37.5 hours week
- Salary range: Competitive with market
- Posting Closing Date: immediate

Please forward a resume and cover letter indicating **Case Manager** to the attention of Director, Employment Programs. Email resume to:

[HiringWTEEEBC@neilsquire.ca](mailto:HiringWTEEEBC@neilsquire.ca)

**Only shortlisted applicants will be contacted. Unfortunately, we are not able to take phone calls or emails about your application status. Thank you to all that apply.**