

Bootstraps Employment Program- Case Manager and Employment Specialist

Aunt Leah's Place is a non-profit organization that helps prevent children in foster care from becoming homeless and mothers in need from losing custody of their children. To support youth on their journey to self-sufficiency, we provide supported housing, job training, and coaching on essential life skills.

We have a full time opportunity for a Case Manager and Employment Specialist. If you are passionate about helping youth succeed then this opportunity might be just what you have been seeking!

Job Summary: The Case Manager primarily supports youth who are in and from foster care and mothers in need. The Case Manager is responsible for two core functions of the Bootstraps program 1. Case Management and ensuring participants are accessing all and any supports they are eligible for within all of Aunt Leah's Programming as well as within the larger community 2. Employment Specialist/Job Developer- sources jobs and builds relationships with employers that match participant's skills and desires.

The Bootstraps Project refers to the absurdly impossible action of "pulling oneself over a fence by one's bootstraps". In today's economy, most young people get their first few jobs through connections — relatives, teachers, coaches, friends and parents of friends; yet foster children experience the transiency of a foster care system where, by age 18, they experience on average, 9 different residential placements and 7 different schools. Young people from foster care can come from familial situations of dysfunction, developmental disruption and neglect and/or abuse. Some youth from foster care are often denied these essential social connections that allow for labour force integration. The Bootstrap Project aims to fill this gap.

Reports To: Bootstraps Coordinator

Education & Qualifications:

- Post-secondary degree or diploma in child and youth care, social work, employment counselling or related field
- Minimum 2 years' experience working with multi-barriered youth and or mothers in need
- Minimum 2 years employment counselling experience
- Strengths based and trauma informed case-management style
- Experience with Provincial and Federal case management systems and reporting is an asset
- Demonstrated effective person-centred counselling skills in working with multiple pre-employment issues, such as addiction and mental health
- Experience in providing employment/lifeskills training in group setting

Requirements:

- Clear Criminal Record Check (including vulnerable persons) with Police Information Check from local RCMP
- A valid Class 5 driver's license, access to a vehicle with \$5,000,000 in business liability insurance and clean driver's abstract would be an asset
- Clean driver's abstract
- Ability to work flexible hours, including evenings and weekends
- Non-violent crisis intervention training

Knowledge, Skills & Abilities (KSA):

- Ability to act, engage and support youth through a trauma informed lens, or be willing to learn.
- Ability to work collaboratively
- Ability to identify barriers to employment and appropriately address them
- Ability to work closely with youth to facilitate sustainable employment, training and/or education
- Ability to coordinate with multiple stakeholders to ensure youth are set-up long term for employment success
- Ability to work collaboratively with the Bootstraps Coordinator and other Aunt Leah's staff to incorporate and facilitate youth to access employment opportunities and training opportunities.
- Excellent organizational and time management skills, including ability to manage high caseloads
- Excellent administrative skills including database management
- Proficiency with Microsoft Office suite
- Excellent communication skills

Key Duties and Responsibilities:

Case Management Essential Functions:

- Provide leadership and oversight on all case planning with the Bootstraps team and other Program Coordinators
- Using effective communication skills build trust and rapport and maintain effective working relationships with participants to allow for the transfer of required information, and promote a co-operative and productive work environment
- Conduct information and orientation sessions for participants accessing services
- Enter all documentation required in Case Management system to open and maintain participant files
- Evaluate participant's eligibility for programs and services and distribute financial supports necessary for participant's program and candidate workplace participation.
- Interview participants and identify strengths, barriers, interests, skills, suitability, and job readiness. Refer participants to other programs and services as required and provide information regarding available community resources for a wide variety of personal, situational and health related issues. Develop realistic employment action plans with participants.
- Provide referral to specialized assessments
- Works with Support Worker and Outreach workers to assist participants in the development or revision of appropriate, Individual Skill Enhancement Plans (ISEPs) that consist of timely, cost effective service and benefit plans and provide consistent monitoring, support and follow-up in a timely manner to enhance participants' self-sufficiency and sustainable labour market or community attachment.
- Assist participants with application process and achievement of successful outcome (approval) for skill training, wage subsidy and other project employment supports
- Negotiate and determine participant financial supports, commitments, payment schedules, compliance, repayment terms and conditions on service agreements.
- Engage in regular case conferences and report on unusual, complex, demanding cases immediately
- Review and refer to Aunt Leah's Place policy guidelines in all service delivery
- Provide job search and job start financial support and arrange wage subsidies
- Assess participant readiness and feasibility for long-term interventions (such as occupational training), based on results of assessments, and participant labour market research. Job search

JOB POSTING

- activities. Support participants with completion of applications. Complete documentations for training and self-employment funding packages and submit for approval
- Document individual services for each participant in Case Management Systems, following ALP policy
 - Teach workshops as needed on career planning, life skills, job keeping and job search strategies
 - Design and delivery of a targeted customized program based on key performance measures
 - Attend and actively participate in staff meetings, coaching sessions, and performance evaluations process; positively interact and support all participants and team members
 - Liaise and network with outside agencies, professional and project partners and consult on case management issues
 - Adhere to all program and agency policies and procedures
 - Keep abreast of labour market information, current community resources and interventions and federal and provincial government sponsored programs, employment issues, funding sources, job training and employment opportunities.

Youth from foster care come from a place where, in general, class-based learning interventions have been a failure. This socially innovative learning environment gives opportunities for tactile and ‘doing’ learning to set up these young people for future success and successful bridging to labour markets and/or future schooling. Therefore; implement innovative approaches for this proposed project through:

- Providing multiple opportunities for different individual learning styles to develop essential employment skills
- Offering a portion of their learning in a non-class based venue

Employment Specialist Essential Functions:

- Develop and maintain a network of resources and employer/industry contacts in support of job development activities;
- Matching participants with available suitable employment opportunities, and sourcing suitable job opportunities for specific skilled participants;
- Compile and maintain current labour market and career information and relevant resources; develop excellent understanding of employer needs as well as of corporate culture and employment-related diversity issues and opportunities;
- Provide career information to help participant gain better understanding of the local industry, qualification requirements, employer expectations etc.;
- Meet placement objectives as outlined in the contract;
- Works with Support Worker to edit and customize resumes, letters and other correspondence;
- Conduct program promotion to community services, media sources and internal marketing;
- Maintain participant files and records according to Society or program accreditation standards;
- Assist in preparation of reports and compile program statistics;
- Attend / assist positive and cooperative team member, attend meetings and participate in Society committees and events as required and /or directed.

Working Conditions:

- This position may require frequent evenings and weekends and travel to various locations within Metro Vancouver
- Works primarily in an office setting

We offer: A comprehensive benefit package after 6 months of continuous employment that includes: dental, extended health care including vision care and prescription, RRSP after 1 year, personal time package, and employee discount at our Thrift Store.

Salary: Commensurate with qualifications.

How to apply:

If you meet the qualifications listed, and wish to work in a collaborative and supportive environment that offers ongoing professional development opportunities, please email your resume with a cover letter and salary expectation to: hr@auntleahs.org. You may also apply on our website at www.auntleahs.org

Short listed candidates will be contacted for interview. We thank all interested applicants in advance.