



JOB POSTING

CASE MANAGER, MIDTOWN WOMEN'S BRIDGING PROGRAM MOUNT PLEASANT NEIGHBOURHOOD HOUSE ASSOCIATION OF NEIGHBOURHOOD HOUSES OF BRITISH COLUMBIA

Posted: January 23, 2012

Closes: February 10, 2012

Job Overview

The Case Manager provides a range of services to support women who have experienced violence or abuse and women-at-risk. Working within an integrated service delivery model that includes the Midtown Employment Network, internal MPNH programs, and other stakeholders, the Case Manager will:

- Provide case management services to assist participants to develop and follow through on action plans to achieve labour market or community attachment;
- Organize activities and workshops that provide women with life skills, essential skills, and employability skills, including ability to frame learning within the context of the cycle of abuse;
- Conduct assessment, identify and organize women's financial supports, and link participants to community resources;
- Organizing group skills-based and / or certificate training, or linking individual participants to existing courses;
- Liaising with community partners and making referrals to maximize women's ability to overcome barriers;
- Completing all Ministry required reporting and invoicing, monitoring budgets and tracking systems.

Duties and Responsibilities

Case Management Services

- Confirms case management eligibility and ensures participants are aware of offerings
- Conducts and evaluates assessments (using Multi-Dimensional Assessment tool and other assessments, as required)
- Develops and implements action plans; monitors participant's progress and provides follow-up planning and support.
- Provides crisis management, case counseling and referrals as required
- Provide referrals and supports based on a formal needs assessment;
- Determine employment readiness and service needs;
- Identify strengths, skills and abilities;
- Assist women to address barriers to effectively achieve their goals;
- Provide 1-1 support; follow-up and coaching;
- Document services and respond to all reporting requirements.

Workshops and Training Activities:

- Plans, implements, coordinates and facilitates life skills and educational workshops and short courses on personal development, employment related topics and other relevant issues.
- Provides workshops focusing on overcoming impacts of abuse, preventing substance abuse / harm reduction and personal care and other related topics beneficial to women who have experience violence and/or abuse
- Provides skill building opportunities in areas of life skills, essential skills and job search through group or individual activities
- Assists participants to form or join existing support and educational groups based on their needs (community kitchen, learning circle, support group)
- Identifies and recruits resource speakers for sessions
- Recruits and supervises volunteers assisting in groups or individual supports

Community Engagement:

- Organizes and monitors volunteer placements; provides coaching and supports participants in learning job maintenance / retention skills.
- Provides outreach support, when required, to assist participants in acquiring basic necessities for employment readiness and stabilization (ID, housing, clothing, transportation, child care)
- Encourages individuals to become involved in other Neighbourhood House services and programs or to take on volunteer roles...
- Links individuals with other community services breaking down barriers to promote greater community participation.
- Advocates for individual's access to community resources and long term attachment to community and / or the workforce
- Establishes effective working relationships with Midtown Employment Network, MPNH staff and other community service providers; leverages collaborative activities that support the achievement of participant goal
- Attends community network and / or consortium meetings as required
- Attends MPNH staff meetings and participates in House activities.

Administration and Program Support:

- Based on Ministry requirements, determines eligibility for financial support, and administers appropriate supports (workshops, training related supports, wage subsidy or paid work experience supports, disability supports, etc.)
- Monitors financial supports for participant's action plan, ensuring limits are not exceeded
- Maintains program and participant files, track participant progress in ICM (Integrated Case Management database); provides narrative and statistical reports;
- Ensures that relevant information is captured in Integrated Case Manager (ICM) database, completes all Ministry-required reporting and invoicing;
- Monitors budgets and tracking systems;
- Keeps updated on available community supports and resources;
- Other duties as required.

Qualifications:

- Post-secondary education human services, such as social work, counseling, community support, or employment counseling.
- Minimum 2 years' experience working with multi-barriered women and demonstrated experience working effectively with women who have experienced violence and/or abuse.
- Experience in case management / coaching clients to achieve specific goals.
- Experience in conducting assessments / intakes, and providing one-to-one support for participants.
- Knowledge and skills in developing and facilitating programs (life skills, personal development, job search).
- Knowledge of the cycle of abuse and strategies to support women who have experienced abuse
- Demonstrated experience in inter-cultural communication, and ability to be sensitive to the needs of participants from diverse cultural groups and / or life style choices.
- Excellent time management skills and demonstrated ability to be highly organized, keep excellent records, and meet deadlines while managing a busy workload;
- Excellent interpersonal, communication, decision-making and assessment skills
- Knowledge of community resources and ability to research information.
- Proficiency with computers
- Second language is an asset.
- Successful completion of a criminal records check is required.

Terms: Permanent part-time position (28 hours to start) and anticipated to become full-time as the program is implemented.
Flexible work hours -- must be able to work weekends and evenings to correspond with scheduling of programming activities when necessary.

Salary: From \$20.08 (Band 9 of ANHBC's salary grid) – depending on experience.

Please send resumes and cover letters to Jocelyne Hamel: jhamel@mpnh.org.
Please indicate "Women's Bridging Program" in the subject. No phone calls please.

MPNH is a non-profit, community based organization located in East Vancouver.

We are an equal opportunity employer.

For more information on MPNH please visit www.mpnh.org.