



## Support, every step of the way

### EXTERNAL JOB POSTING

**Job Title:** Employment Case Manager

**Program:** Employment Services

**Posting Date:** March 8, 2018

**Status:** Full-time; permanent; Union

**Job Posting:** # 929

**Effective Date:** ASAP

**Closing Date:** March 15, 2018 @4PM

**Note:** There are two positions available.

**Purpose:** To provide employment services in accordance with the mandate of the Employment Ontario (EO) Employment Services program.

The focus of the current EO programs is to serve individuals from targeted vulnerable populations that face multiple barriers to employment in their search for sustainable employment, further education, and/or job training opportunities. This is an outcome based program and the successful candidate will have proven track record of working in a similar environment.

#### Job Summary:

1. Provide Client Service Planning and Coordination employment service components of the Employment Ontario (EO) employment programs for eligible clients in accordance with EO program mandate and Wesley Urban Ministries policies and procedures.
2. Achieve specified monthly statistical program targets, in addition to supporting the overall team success across all program areas
3. Maintain an active case managed, case load typically involving the following components:
  - a. Individual assessment of strengths, barriers and goals.
  - b. Service Plan based on the client's employment/training goals.
  - c. Monitor the progress of the Service Plan and adapt as necessary.
  - d. Be accessible to clients by being mobile within the community demonstrating appropriate boundaries and safety precautions.
  - e. Provide transitional support when the client finds employment or is enrolled in training.
  - f. Make appropriate referrals as necessary.
  - g. Maintain up to date case notes and files and ensure that all forms are completed.
  - h. Enter necessary information into CaMS database in a timely manner
  - i. Perform appropriate milestone follow-ups as per program guidelines.

4. Follow best practices and keep up to date on emerging trends in the labour market.
5. Provide a friendly, welcoming and professional atmosphere at all times
6. Monitor the EOPG website for program updates on Ministry of Training, Colleges & Universities (MTCU) programs including ES; Second Career; Job Creation Partnership; and Canada Ontario Job Grant, Apprenticeships, as well as other community updates with regards to employment.
7. Monitor the EOPG website for CaMS database updates.
8. Offer outreach supports/community events to engage new clients.
9. Work collaboratively as a part of the Wesley Urban Ministries team.
10. Attend team meetings and other meetings as required.
11. Be pro-active and creative in developing and improving service delivery techniques with the Wesley Employment Services team.
12. Offer flexible service delivery and client focused approaches.
13. Offer services and programming such as workshops at main location and off site as required.
14. Work with community partners to develop and advance the WES program mandate and to find ways to enhance the overall opportunities of those individuals looking for work.
15. Participate in professional development activities as required.
16. Participate in regular supervision meetings with Program Manager and Team Lead as necessary.
17. Maintain confidentiality and privacy at all times.
18. Follow agency and program policies and procedures.
19. Must be able to work evenings and weekends as required.
20. Perform other duties as assigned.

**Qualifications:**

1. Diploma in Career and Work Counselling or Social Services field or equivalent experience in a similar setting.
2. Strong case management experience with demonstrated knowledge of appropriate career development and job search strategies applicable to serving individuals from targeted vulnerable populations that face multiple barriers to employment in their search for sustainable employment, further education, and job training opportunities.
3. Demonstrated proficiency in CaMs computer system.
4. Knowledge of the following employment components and ability to provide appropriate assistance to clients using this knowledge is required:
  - a. Employment Standards Act; Ontario Human Rights Code; Client Needs Assessments; Employability Dimensions;
  - b. Ability to identify transferable client skills; knowledge of work search strategies; Resume and effective Cover Letter writing, thank you letters; Using portfolios or other visual work samples; Interview skills; Networking; References, etc.
  - c. Knowledge of professions and other occupational job requirements
  - d. Knowledge of Apprenticeship Training programs

5. An understanding of the challenges of job placements involving individuals from targeted vulnerable populations with multiple barriers to employment such as the following examples of some of the more serious types which may include:
  - a. Previous Job Retention issues
  - b. Drug and/or alcohol abuse
  - c. Criminal record
  - d. Anger management issues
  - e. Lack of understanding of employer expectations
  - f. Low motivation level
  - g. Mental disabilities such as a learning disability, autism, anxiety disorder, depression; Schizophrenia; and many others etc.
6. Advanced computer skills with an understanding of Microsoft Office products. Experience working on a database preferred.
7. Knowledge of Employment Ontario programs and MTCU expectations.
8. Experience working with a diverse client population with an understanding of the challenges facing individuals looking for work in the Hamilton area.
9. Ability to work independently and within a team.
10. First Aid and CPR, and Non-violent Crisis intervention training would be considered as assets.
11. Ability to meet the local travel requirements of the position.
12. Excellent oral and written communication/interpersonal skills in English. Preference will be given to candidates who are fluent in Arabic / Assyrian.
13. Fluency in other languages an asset.
14. Strong organizational and time management skills.
15. Able to meet deadlines in a fast paced environment.
16. Other duties as assigned.

## **Competencies**

### **Customer Service**

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

### **Accountability**

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

### **Commitment**

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach

2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Interested candidates should reply with resume and cover letter to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca). Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at [hr@wesley.ca](mailto:hr@wesley.ca).