



**Canadian Mental  
Health Association**  
North and West Vancouver  
*Mental health for all*

**North and West Vancouver Branch**  
**300-1835 Lonsdale Avenue**  
**North Vancouver, British Columbia V7M 2J8**  
**Phone: 604.987.6959 Fax: 604.980.0336**

## **Case Manager**

### **CMHA NORTH AND WEST VANCOUVER**

*Our vision: Mentally healthy people in a healthy society*

We are seeking a full-time experienced Case Manager to provide services to Job seekers on the North Shore. Reporting to the Executive Director, the successful candidate will work for CMHA as part of the Work BC North Shore Employment Service Centre.

The Case Manager should have specific knowledge of disability management. They are responsible for working closely with job seekers to assess service suitability and develop and implement an Employment Action Plan. Also, the Case Manager will support Clients with achieving their employment goals by referring them to WorkBC interventions such as Skills Training, Short term Skills Training, Employment Workshops, Self-Employment, Job Development, Wage Subsidy, etc. The Case Manager will also support Clients secure and maintain employment by connecting them with employers and monitor their progress and provide job coaching.

#### **Specific Duties and Responsibilities**

- 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
- Work as part of a multi-faceted and multi-agency team to deliver a comprehensive employment program designed to meet individual needs all Clients including those of specialized populations. Working within an outcome-based contract.
- Assessing client and ensure they are referred to appropriate interventions
- Administer Formal Needs Assessments with Clients using a variety of assessment tools
- Developing and monitoring Return to Work Action Plans with Clients
- Responsible for reporting client progress and milestones through the Integrated Case Management (ICM) database
- Ensuring file consistency for government audits
- Moving clients towards developed goals
- Booking clients in workshops and monitoring attendance
- Working within government compliance regulations
- Marketing to the Catchment Communities
- Keeping abreast of labour market trends, employment issues, community resources, job training, and employment opportunities. Be familiar with and able to work with clients using the latest technology
- Assist clients to access Workshops, Training, Self-Employment, Job Development, Short-Term Training and Wage Subsidy
- Act as a champion of the program, promoting our services throughout community and networking events



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- Work Closely with WorkBC Quality Assurance team and the Office Manager to ensure accuracy in data entry and service delivery. Other duties as assigned

#### **Qualifications**

- A minimum Bachelors degree in a health or social services field (funder mandated)
- Minimum 2 years vocational counselling experience (funder mandated)
- Minimum 1 year experience working with individuals with mental health issues
- Valid First Aid and CPR
- Criminal Record Check is a condition of employment

#### **Skills and Abilities**

- Experience and familiarity with mental health and addictions issues. Must have or be willing to take Mental Health First Aid
- Disability case management knowledge and experience.
- Working knowledge of Microsoft Office applications and the Internet
- Second language is an asset
- Excellent oral and written communication skills
- Ability to work effectively as part of a team as well as independently
- Up to date with the latest job search, career exploration/ labour market practices.
- Passion for helping jobseekers achieve their goals
- Proficiency in **Ukrainian language** would be considered an asset for this job

#### **Hours of Work and Special Considerations:**

This is a full-time position, working standard office hours (currently 35 hours/week) with potential of extending the contract.

5 days per week (35 hours), plus a daily unpaid 30 minute lunch break.

**Start Date:** June 5, 2023

**Wage Range:** \$26-28/hour depending on level of experience.

We are an equity employer and encourage applicants from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders and others who may contribute to our further diversification.

#### **How to Apply:**

Please submit a cover letter and resume detailing your experience and qualifications to:

[Talayeh.jamshidi@cmhanorthshore.ca](mailto:Talayeh.jamshidi@cmhanorthshore.ca)

Posting closes May 16, 2023