

Start Me Up Niagara



Job Description

EMPLOYMENT CASE MANAGER

TYPE OF POSITION:	21-28 hours
LENGTH OF TERM:	3- 15 Month (Maternity Leave)
REPORTS TO:	Team Lead/Program Manager
CLOSING DATE:	Until Filled

Position Summary:

Start Me Up Niagara's Work Action Centre is home to a dedicated team who strive to provide encouragement, support, and assist with the needs of person's facing barriers to employment and with significant life challenges. Participants visit the Work Action Centre to connect with Case Managers, seek training and skills building towards obtaining employment as well as gaining life stability.

As an Employment Case Manager you will help SMUN meet its program objectives. This position has a variety of responsibilities.

The job description outlined below is intended to be a guideline for the many tasks that this position entails and may be reasonably modified as program needs change.

Responsibilities:

- Case Management including the following:
- Assessing job history, readiness of clients, skills, barriers to working, initiating regular contact with clients in person and via email.
- Maintaining proper case follow-up throughout the employment journey, including entry of case notes in the data management system
- Ability to manage multiple case loads in a timely and efficient manner
- Providing employment readiness supports and workplace skills training
- Self-employment supports to help clients interested in starting a business
- Finding and/or developing workplace training (job trials, work experience, on-the-job training) and employers in the community
- Arranging any necessary job training and/or employment placement supports (e.g. transportation to work, work supplies, clothing, telephone expenses, certification charges, etc.)
- Job development with employers in the community
- Putting in place the supports required by the client to overcome barriers in doing the job (e.g., special equipment, job coaches, etc.)
- Screening and matching clients to job opportunities
 - Workshops & Resources
 - Identify which workshops are needed for participants
 - Create presentation, worksheets and resource sheets as needed (update each session)
 - Create and distribute resources available (such as Free Online Tools for their business etc., How to Use Udemy Manual etc.)
- Work collaboratively with local service providers, Social Assistance local offices, employment programs, and other community supports to maximize the client's access to the full range of employment services and wrap-around supports (e.g., health, housing, legal, income support and child care services) that are required by the client to get and keep a job
- Job preparation activities (e.g. orientation to the workplace rules, worker's rights and responsibilities, job skills training, etc.)
- Providing supportive follow-up to the employer and the client, and

- Assisting participants to conduct job search in the area of occupational interests (e.g., preparing resumes, covering letters, employment applications, licenses, etc.)
- Negotiating with the employer the provision of employee accommodations

Qualifications:

- Completion of relevant Post- Secondary Education and/or comparable work experience
- Possess an understanding of the needs and challenges of people living with barriers
- Have a positive, non-judgmental attitude toward others
- Have strong written, interpersonal, and oral communication skills
- Must be able to remain calm in stressful situations.

Requirements:

- At least 1 year of experience working or volunteering in a front-line capacity in a community setting
- Experience working with persons facing barriers especially as related to mental health, substance use, and trauma
- Excellent literacy in Microsoft Office Suite (Word, Excel, Outlook)
- Strong written, interpersonal, and oral communication skills in English
- Demonstrated skills in problem solving and decision making under pressure
- Ability to work as a team and on your own with little supervision
- Satisfactory clearance under the Vulnerable Sector Police Check Program
- Must be qualified to legally work in Canada.
- Must be double vaccinated for Covid 19

Accommodation

Accommodation provided during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

How to Apply:

Applicants are invited to email a cover letter and resume to drollo@startmeupniagara.ca with the subject line "Employment Case Manager".

SMUN is an equal opportunity Employer. In compliance with AODA, this job posting is available in alternate format upon request. To request disability accommodation, please contact hr@startmeupniagara.ca