



Frog Hollow

NEIGHBOURHOOD HOUSE | SINCE 1968

www.froghollow.bc.ca

2131 Renfrew Street
Vancouver, BC V5M 4M5

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Youth Case Manager

The *Youth Case Manager* collaborates with a high-energy, client-focused team to deliver exceptional youth employment services in Northeast Vancouver. Working out of Drive Youth Employment Services, the Case Manager supports youth 16-30 to achieve employment goals under the Employment Program of British Columbia model. This is a full-time position with excellent benefits.

Position: Youth Case Manager

Hours: 35 hours/week

Salary Range: \$22.20 - \$24.94/hour

Start Date: ASAP

Responsibilities:

- Provide 1:1 Case Management services to youth 16-30 including needs assessments, workshops, employment counselling, and program referrals
- Understand and implement policies and procedures of the Employment Program of BC (EPBC), including administering financial supports
- Maintain accurate and consistent files in the Integrated Case Management (ICM) system per EPBC standards
- Meet service targets as per the EPBC model
- Negotiate and manage client self employment and training agreements
- Maintain up to date knowledge of community resources and employment programs for youth
- Identify clients who may need crisis services and facilitate referrals
- Maintain an excellent working knowledge of local labour market trends and community resources for youth job seekers
- Participate in departmental and all-staff meetings, team meetings and case conferencing
- Collaborate with lead organization and other partners to deliver a seamless service experience for clients
- Facilitate group workshops in the community as required, on employment related topics

Creating Our Community Together



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Qualifications:

- Post-secondary degree or diploma in child and youth care, social work, employment counselling, or related field
- Minimum 2 years of experience working with multi-barriered youth ages 16-30
- Minimum 2 years of employment counselling experience, ideally with multi-barriered youth ages 16-30
- Strengths based case-management style
- Experience with the Integrated Case Management (ICM) system and Employment Program of BC an asset
- Commitment to ongoing training surrounding the EPBC model including strong ability to adapt
- Excellent organizational and time management skills, including ability to manage high caseloads
- Excellent administrative skills including database management
- Knowledge of local youth services/community resources

Please quote "Youth Case Manager" in the email subject and apply to Rosie Forth, Coordinator, Drive Youth Employment Services at rosie@froghollow.bc.ca by March 16th, 2018. Only short-listed candidates will be contacted.



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