

Bootstraps Employment Program - Case Manager

Aunt Leah's Place is a non-profit organization that helps prevent children in foster care from becoming homeless and mothers in need from losing custody of their children. To support youth on their journey to self-sufficiency, we provide supported housing, job training, and coaching on essential life skills.

If you are passionate about helping youth reach their employment goals, Aunt Leah's has an opportunity for you! You'll work with all of Aunt Leah's programs to ensure wrap around supports are in place for youth in and from care. If you are a natural connector and a big picture thinker this role will suit you.

Aunt Leah's is growing – come and join our team in this exciting time as we expand our programs! Bring your creativity and energy and be a part of this new beginning for our Bootstraps employment program.

Job Summary: The Case Manager primarily supports youth who are in and from foster care and mothers in need. The Case Manger is responsible for the following functions:

- Case Management and ensuring participants are accessing all and any supports they are eligible for within all of Aunt Leah's Programming as well as within the larger community
- Coordinating integration of various interventions and build seamless transitions between programs
- Partnership development and effective resource tapping

The Bootstraps Project refers to the absurdly impossible action of "pulling oneself over a fence by one's bootstraps". In today's economy, most young people get their first few jobs through connections — relatives, teachers, coaches, friends and parents of friends; yet foster children experience the transiency of a foster care system where, by age 18, they experience on average, 9 different residential placements and 7 different schools. Young people from foster care can come from familial situations of dysfunction, developmental disruption and neglect and/or abuse. Some youth from foster care are often denied these essential social connections that allow for labour force integration. The Bootstrap Project aims to fill this gap.

Reports To: Bootstraps Coordinator

Education & Qualifications:

- Post-secondary degree or diploma in child and youth care, social work, employment counselling or related field
- Minimum 2 years' experience working with multi-barriered youth and or mothers in need
- Minimum 2 years employment counselling experience will be an asset
- Strengths based and trauma informed case-management style
- Experience with Provincial and Federal case management systems and reporting is an asset
- Demonstrated effective person-centred counselling skills in working with multiple pre-employment issues, such as addiction and mental health
- Experience in providing employment/lifeskills training in group setting will be an asset

Requirements:

- Satisfactory Criminal Record Check (including vulnerable persons) with Police Information Check from local RCMP
- Ability to work flexible hours, including occasional evenings and weekends

Assets:

- Non-violent crisis intervention training
- A valid Class 5 driver's license, access to a vehicle with \$5,000,000 in business liability insurance would be an asset
- Clean driver's abstract

Knowledge, Skills & Abilities (KSA):

- Ability to act, engage and support youth through a trauma informed lens, or be willing to learn
- Ability to work collaboratively
- Ability to identify barriers to employment and appropriately address them
- Ability to work collaboratively with youth to support youth goals and set SMART objectives
- Ability to delegate tasks and follow up
- Ability to work closely with youth to facilitate sustainable employment, training and/or education
- Ability to coordinate with multiple stakeholders to ensure youth are set-up long term for employment success
- Ability to work collaboratively with the Bootstraps Coordinator and other Aunt Leah's staff to incorporate and facilitate youth to access employment opportunities and training opportunities
- Excellent organizational and time management skills, including ability to manage high caseloads
- Excellent administrative skills including database management
- Proficiency with Microsoft Office suite
- Excellent communication skills

Key Duties and Responsibilities:

Case Management Essential Functions:

- Provide leadership and oversight on all case planning with the Bootstraps team and other Program Coordinators
- Using effective communication skills build trust and rapport and maintain effective working relationships with participants to allow for the transfer of required information, and promote a co-operative and productive work environment
- Conduct information and orientation sessions for participants accessing services
- Enter all documentation required in Case Management system to open and maintain participant files
- Work collaboratively with the Coordinated Access Manager and other key players to ensure youth have access to and are able to capitalize on appropriate services
- Develop a clear understanding around all of Aunt Leah's services in order to create a seamless provision of service between multiple programs and funding sources

- Evaluate participant's eligibility for programs and services and distribute financial supports necessary for participant's program and candidate workplace participation.
- Interview participants and identify strengths, barriers, interests, skills, suitability, and job readiness. Refer participants to other programs and services as required and provide information regarding available community resources for a wide variety of personal, situational and health related issues. Develop essential skill development and employment action plans with participants.
- Provide referral to specialized assessments
- Works with Support Worker and Outreach workers to assist participants in the development or revision of appropriate, Individual Skill Enhancement Plans (ISEPs) that consist of timely, cost effective service and benefit plans and provide consistent monitoring, support and follow-up in a timely manner to enhance participants' self-sufficiency and sustainable labour market or community attachment.
- Assist participants with application process and achievement of successful outcome (approval) for skill training, wage subsidy and other project employment supports
- Have a deep understanding of government budget lines for Bootstraps program in order to ensure youth access to immediate financial supports that will lead to increased overall revenue.
- Establish and facilitate regular case conferences and report on unusual, complex, demanding cases immediately.
- At case conference ensure goal setting activities reflect the youth's goals with attainable objectives and timelines attached to each goal with clear delegation of tasks assigned out Provides follow up on all case conference
- Review and refer to Aunt Leah's Place policy guidelines in all service delivery
- Assess participant readiness and feasibility for long-term interventions (such as occupational training), based on results of assessments, and participant labour market research. Job search activities. Support participants with completion of applications. Complete documentations for training and self-employment funding packages and submit for approval
- Document individual services for each participant in Case Management Systems, following ALP policy
- Attend and actively participate in staff meetings, coaching sessions, and performance evaluations process; positively interact and support all participants and team members
- Maintain participant files and records according to Society or program accreditation standards
- Assist in preparation of reports and compile program statistics
- Participate in on-call as scheduled and is able to support and attend as required
- Liaise and network with outside agencies, professional and project partners and consult on case management issues
- Adhere to all program and agency policies and procedures
- Keep abreast of labour market information, current community resources and interventions and federal and provincial government sponsored programs, employment issues, funding sources, job training and employment opportunities.

Youth from foster care come from a place where, in general, class-based learning interventions have been a failure. This socially innovative learning environment gives opportunities for tactile and 'doing' learning to set up these young people for future success and successful bridging to labour markets and/or future schooling. Therefore; implement innovative approaches for this proposed project through:

- Providing multiple opportunities for different individual learning styles to develop essential employment skills
- Offering a portion of their learning in a non-class based venue

Working Conditions:

- This position may require occasional evenings and weekends and travel to various locations within Metro Vancouver
- Works primarily in an office setting and remotely during the COVID-19 Pandemic

We offer: A comprehensive benefit package after 6 months of continuous employment that includes: dental, extended health care including vision care and prescription, RRSP matching after 1 year, personal time package and employee discount at our Thrift Store.

Salary: Commensurate with qualifications.

How to Apply:

Please send your resume and cover letter, quoting Bootstraps Employment Program - Case Manager in the subject line, to hr@auntleahs.org. Short listed candidates will be contacted for interviews. Thank you for your interest in Aunt Leah's Independent Life Skills Society.