



September 20, 2017

Dear Applicant,

Thank you for your interest in our job posting for Case Manager – Disability Specialist position working in NIEFS Campbell River office. North Island Employment is an award winning, client-focused organization that has been assisting people to find, keep or create their own work for over 30 years. NIEFS has a staff team of over 40 people located in our Campbell River and Port Hardy offices and we are excited to be adding to the team!

The application package includes:

- ◆ This covering letter
- ◆ A detailed **Job Posting**
- ◆ A Job Description for the Case Manager – Disability Specialist position

Timeline for this Competition

Friday, October 13, 2017- 4:00pm closing of the competition

Interviews to be held in Campbell River

Position starts as soon as possible

Application Process

A complete application must include:

1. Your personal resume and cover letter that indicates which position you are applying for.
2. Three references regarding your work in relevant fields. At least one of these references would have been a person who supervised your previous employment.

Completed applications must be received at NIEFS Campbell River by Friday, October 13th at 4:00pm. Interviews will be scheduled shortly after. Only candidates selected for interviews will be notified. Application packages should be addressed to:

NIEFS

Attention: Shannon Baikie, Regional Manager

920 Alder Street

Campbell River, BC, V9W 2P8

Fax: 250 286-3447

Email: shannon.baikie@niefs.net



Job Posting Case Manager – Disability Specialist – Campbell River

Reports to:	Executive Director
Hours:	37.5 hours per week, 8:30 to 4:30
Salary:	\$26.00-30.00 per hour depending on experience
Probation:	Six months
Start Date:	Immediately
Closing Date:	Friday, October 13

Job Summary:

Reporting to the Executive Director, the Case Manager – Disability Specialist provides comprehensive services directly associated with employment strategies for Persons with Disabilities. This includes the full range of services to improve and maintain a client's employability and involvement in employment-related activities.

Key Duties and Responsibilities:

- Works closely with clients with disabilities assisting in the development of appropriate employment goals and delivery of personalized employment services;
- Completes multi-dimensional needs assessments, disability related employment needs assessments and other assessment processes to determine client service needs;
- Completes discovery process to determine ideal working conditions for each client;
- Summarizes the discovery phase and/or process and develops a vocational profile for each client to meet contracted expectations;
- Provides and/or arranges for onsite job accommodations, supports, learning aids etc. required to support a customized job while coordinating job retentions strategies;
- Provides and/or arranges for job coaching supports and builds natural supports in the workplace;
- Works with the client to develop, implement and monitor an appropriate action plan;
- Refers clients to appropriate specialized assessments as needed;
- Writes rationales for specialized services and necessary financial supports;
- Effectively manages a complex case load;
- Works in NIEFS Port Hardy office as needed;
- Refers to appropriate workshops and services;
- Maintains up-to-date case management files. This includes extensive data entry into the provincial government's Integrated Case Management (ICM) system as well as maintenance of hard copy files as appropriate;
- Assesses and refers clients in need of diagnostic supports;
- Assists with community networking i.e. building lines of support and making cross-referrals with other social and educational agencies;
- Refers clients to appropriate specialized assessments as needed;
- Assists clients to interpret the results from the specialized assessments with respect to their employment goals and assists with adjustments to employment goals as necessary.



Required Competencies and Skills:

- Extensive knowledge and direct experience employment counselling and vocational rehabilitation services to individuals with disabilities including mental health conditions, cognitive disabilities, brain injury, learning disabilities and physical disabilities;
- Experience and knowledge administering a range of assessment tools, determining the need for various types of specialized assessment and conducting referral processes;
- Strong working knowledge of employment supports, services, programs, accommodations and aids available for clients with disabilities;
- Previous experience utilizing a case management model; preferably ICM (Integrated Case Management);
- Excellent problem-solving, communication and interpersonal skills;
- Demonstrated teamwork skills;
- Demonstrated flexibility and ability to embrace change;
- Excellent written and verbal communication skills;
- Proficient in computer functions such as data entry, word processing, Internet and e-mail;
- Strong career assessment and career planning skills;
- Knowledge of theory, principles and practices of career transition and career development;
- Familiarity with location and use of labour market information (including on-line resources) and ability to connect it into the Action Planning process;
- Knowledge of income support systems (e.g. Employment Insurance, BC Employment Assistance and Social Assistance benefits);
- Good knowledge of services, support groups, employment base and potential employers in designated communities;
- Excellent communication and interpersonal skills, including compassion, caring and sensitivity;
- Good computer skills and working knowledge of basic 'windows' office programs;
- Working knowledge of current FOIPP Act;
- Demonstrated ability to work and cooperate in a team setting;
- Ability to deal with difficult people and tasks with diplomacy and tact;
- Excellent creativity and problem solving skills;
- Ability to work well as part of a highly inter-dependent Disability Services Team with an organization mandated to serve a broad range of clients with a broad range of abilities.

Education, Training and Experience:

- Current RRP (Registered Rehabilitation Professional) and/or CVRP (College of Vocational Rehabilitation Professional) designation is preferred;
- Bachelor's Degree in related discipline and/or Certification as a Career Development Professional;
- Degree or Diploma in Vocational Rehabilitation or other directly related field;
- Several years experience providing vocational rehabilitation services to people with multiple barriers and or disabilities;



- Experience working with highly confidential and sensitive information;
- Experience and an understanding of case management;
- Experience with labour market trends and job search techniques;
- Experience working with clients focusing on job related activities e.g., resume writing, training needs, interview techniques etc;
- Experience with Microsoft Word and computer database systems, preferably ICM.

Other Requirements:

- Valid Class 5 driver's license and transportation required;
- First Aid certification may be required;
- A criminal record check will be required and employment will be contingent on the result of this check being such that security clearance to work in the Integrated Case Management System can be approved;
- Other duties as required.