



**Internal/External
Case Management
Coordinator, WorkBC Programs
Delta Location**



MOSAIC is seeking a client-centred and results-oriented Case Management Coordinator to work in its Delta WorkBC Employment Services Location.

POSITION: Case Management Coordinator

DEPARTMENT: Employment and Language Services

POSITION FUNCTION: The **Case Management Coordinator** is primarily responsible for the supervision of the team of Employment Counsellors and assists the WorkBC Centre Manager in providing oversight and leadership. The Coordinator is responsible for ensuring the Employment Counsellor Team is meeting client needs, properly interpreting program policy, maintaining client files and achieving clients' employment goals.

- QUALIFICATIONS:**
- A post-secondary certificate, degree or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management).
 - Three or more years of employment counselling, providing assessment, counselling, referral, and follow-up support services; experience with reviewing training packages.
 - Excellent working knowledge of WorkBC policy, community resources, and local labour market conditions.
 - Proficient knowledge using the WorkBC ICM tool and BI Portal.
 - Experience leading a team of diverse staff; including hiring, scheduling, training, supervision, managing performance and implementing change as required.
 - Strong interpersonal, cross-cultural, written, and verbal communication skills.
 - Experience handling difficult client situations.
 - Good problem-solving, team building, and collaboration skills, and able to exercise good judgement.
 - Ability to innovate and develop new systems resulting in improved performance.
 - Strong organizational skills; able to multi-task and meet deadlines.
 - Possesses patience, tact, and flexibility.

- Familiar with standard office equipment and be skilled in the use of word processing software, client management databases, the Internet, e-mail, and other on-line tools.
- Criminal Record Check required

HOURS: This is a **full-time (35 hrs/week)** position.

STARTING PAY: \$45,791.20 to \$51,524.20 per year based on experience.

A competitive benefits package is also provided.

RESUMES TO: Hiring Team - MOSAIC Employment Programs
5575 Boundary Road
Vancouver, B.C. V5R 2P9
Email: employmentprograms@mosaicbc.org

Please reference **Your Name - “Case Management Coordinator”** in the subject line of your application (resume and cover letter in one document) and submit via email (Word/PDF format). Please indicate any additional languages spoken.

DEADLINE: **Open Until Filled**
Only applicants selected for an interview will be contacted

POSTING DATE: **March 8, 2019**

MOSAIC is committed to promoting equal employment opportunities for all members of the community