



YOUTH CASE WORKER – JOB PLACEMENT SPECIALIST

JOB STATUS:	Employee, Permanent
REPORTS TO:	Program Manager
REMUNERATION:	\$26/hour starting wage
BENEFITS:	3 weeks paid vacation, 10 days paid sick leave, Extended Health Benefits including EAP (available after 3-months), \$500 Wellness bonus, RRSP matching (available after 6-months)
SCHEDULE:	Average 36hr/week: Monday-Thursday + 1 Sunday/4 week period
REQUIREMENTS:	Clean criminal record check (incl. vulnerable sector), class 5 driver license, clean driving abstract, commercial car insurance
MILEAGE:	\$0.55/km

JOB SUMMARY:

You will support young people in our supportive employment program. The support we provide mirrors that of the family unit. The number one role of a Zero Ceiling Youth Case Worker is to foster a nurturing relationship with ZC program participants. The relationships we strive for are characterized by empathy, trust, support, advocacy, reciprocation, and fun. With relationship as the foundation, ZC staff adopt a strength based individualized approach to support. We empower our participants to be self-determining individuals.

As a supportive employment program, we are responsible in ensuring work placements are successful. We do so through clear and direct communication with all parties, expectation setting, skill building, workplace coaching, and advocacy. With a strengths-based approach, you will identify and meet the complex needs of marginalized young people and empower them to find stability and success in the workplace. You'll provide flexible, unconditional support as well as practical employment skills to participants.

You will be our main point of contact with our employment partners and will support them to provide flexible and accommodating workplaces to our program participants. You will also be responsible to foster new relationships with employers to create a wider variety of jobs through which our participants gain employment experience. You will provide professional development to our partner employers to enhance their justice, equity, diversity, and inclusion efforts.

QUALIFICATIONS:

- Post-secondary education in Child and Youth Care, Social Work, or related field
- A minimum of 2 years of experience working in social services or relevant lived experience.



- Team oriented, passionate and enjoys meeting and connecting with people.
- Has demonstrated experience with case management.
- Ability to self-motivate, work independently, and organize work and time efficiently.
- Demonstrates a strong understanding of personal and professional boundaries and has strategies in place to support themselves in their own self-care and well-being while helping and supporting other people.
- Ability to navigate various government and social services agency to gather information and support for participants of all ages and needs.
- A high level of written and oral communication skills. Computer proficiency, including word, excel, email & social media.

DUTIES AND RESPONSIBILITIES:

Participant Support:

- Develop relationships of mutual trust and respect with participants
- Create and steward relationships with employer partners
- Oversee our employer communication strategy
- Coordinate our supportive employment process:
 - Communicate expectations to participants and employers
 - Provide participant and employer training programs
 - Develop individual work plans for program participants
 - Provide support to partners and participants as needed
 - Use and create supporting documentation/resources (i.e. ZC workplace check-in booklet)
- Job search assistance
 - Teach participants how to create resumes and cover letters
 - Support participants with job application process
- Provide and teach workplace advocacy for participants
- Provide case management for W2L participants in monthly meeting
- Keep case notes and regularly update case management system (CAMS)
- Coordinate with ZC staff team to provide integrated wholistic care
- Collaborate with WorkBC to find efficiencies, supports for participants, and funding opportunities
- Refer all participants to appropriate community services and programs where needed.
- Provide transition planning to ensure participants have secure employment/income when they graduate
- Provide in-house support, including: cleaning, chores, conflict resolution, etc.

General:

- Conduct activities with integrity and in an open and ethical manner



- Create a working environment of unity
- Conduct oneself in adherence to the ZC's guiding principles
- Treat staff and participants with respect and dignity
- Assist with fundraising events and initiatives as needed
- Negotiate in kind donations and sponsorship for programs
- Represent ZC at public functions and gatherings in the Sea to Sky corridor
- Continually conduct outreach to build new community contacts
- Represent ZC with our current partner organizations & agencies