



Case Manager-Upstream (Internal)

Date: December 2, 2021

Competition Number: 170-21/22

Location: Kelowna, BC (Downtown Youth Centre)

Upstream Kelowna is a collaborative community project aimed at preventing youth homelessness by surveying students in grade 8 to assess their risks, then surrounding them with wrap around services and supports that prevent their risks from escalating. The goals of this project are to prevent school disengagement, mental distress, and homelessness. **Temporary position January 8, 2021-March 31, 2022 with possible extension.**

We can provide:

- Many opportunities for professional development
- Fun, positive work environment
- Benefit Plan and Childcare discount

Key Duties and Responsibilities:

- Gathers information relevant to the youths' problems, needs and risks by interviewing, observing behaviour, meeting with caregivers and service providers and using a variety of inventories, checklists and questionnaires.
- Develops and implements family-centered, short-term, issue-specific intervention plans within program guidelines in consultation with the supervisor.
- Plans, prepares and conducts group or individual sessions using techniques such as active listening, conflict resolution, and problem solving within a family and natural supports framework to resolve the identified problems, needs and risks.
- Provides skill building in areas such as communication skills, relationship-building, resiliency, self-esteem, or self-management techniques as well as systems-navigation.
- Evaluates the effectiveness of the intervention plan, reports on the youths' and their families' progress, and discusses related concerns with the supervisor in order to resolve identified problems and move towards defined objectives.
- Outlines services provided by the program and/or organization. Provides information on and referral to other community service providers, resources and professionals as required.
- Liaises with and/or promotes the interests of the youths' and their families with other community service providers, professionals and school personnel as required. Accompanies youth and their families to meetings and appointments as required.

Qualifications:

- Diploma in a related human / social service field and one (1) year recent related experience or an equivalent combination of education, training and experience.
- Valid Class 5 driver's license
- Successful completion of Agency screening process, including criminal record check

This position is open to all candidates.

This position requires union membership

Hours: 30 hours per week, Monday to Friday, 9:00am-3:00pm (may vary based on client's needs)

Rate of Pay: \$23.10 per hour plus cost shared benefits

Closing: December 9, 2021

Application Process:

Please apply in writing with a cover letter and resume to:

E-mail: jobs@bgco.ca

As an equal opportunity employer, BGC Okanagan is committed to the prioritization of equitable and inclusive employment practices. Our goal is to be representative of the communities we serve, and we encourage applications from communities which are structurally marginalized based on race, disability, age, sex, religion, sexual orientation, nationality, social or ethnic origin, gender identity and/or expression. If any candidate needs any accessibility support throughout the hiring process, we will accommodate such requests when made.

We appreciate and thank all applicants for their interest, however only short-listed candidates will be contacted.