

# Level Up! Case Manager Online Job Posting

**TITLE:** LEVEL UP! CASE MANAGER

**DEPARTMENT:** EDUCATION AND TRAINING

**PROGRAM:** LEVEL UP! EMPLOYMENT AND TRAINING

**REPORTING TO:**

**HOURS:** FULL-TIME, 37.5 HOURS WEEKLY, ONE YEAR CONTRACT WITH POSSIBILITY OF EXTENSION

**SCHEDULE:** STANDARD HOURS MONDAY – FRIDAY, 9:00 AM – 5:00 PM, SOME EVENINGS AND WEEKENDS MAY BE REQUIRED

**HOURLY WAGE:** STARTING AT \$23.50 PER HOUR, DEPENDENT ON QUALIFICATIONS AND EXPERIENCE

## ABOUT RAY

**Mission:** To provide youth with what they need, on their terms, to better their lives.

**Vision:** RaY's vision is that all youth have the opportunity to live a healthy and secure life; that they are given the chance to develop a belief in themselves through tools, information and programs that build personal capacity in order to be self-sufficient and no longer need RaY's services.

RaY is a non-mandated, integrated youth hub that provides youth with complex needs the resources to navigate multiple systemic barriers when facing homelessness.

## ABOUT THE ROLE

Through the Level Up Program, RaY will assist at-risk youth who have become street-entrenched, marginalized, and often overlooked by other employment development programs. The Level Up program will actively recruit hard to reach youth and help them develop employability skills that will lead to paid employment or promote a return to school to complete education. The Case Manager will provide up to 160 youth with intensive case management support linking participants to internal and external resources that build on their goals within the Level Up programs and work placement experience. The Case Manager will provide technical, on-hands support and in-class resources as seen fit under the direction and supervision of the Director of Education and Training. RaY is a fast-paced environment which depends on reliable, open-minded, flexible and team oriented individuals *to provide youth with what they need, on their terms, to better their lives.*

## EDUCATION AND EXPERIENCE:

- Experience working within the not-for-profit sector
- Minimum of 1-2 years of experience working in employment or career assistance
- Minimum 1+ years of experience working in youth care and/or with marginalized populations
- Post-secondary education in community development, human services or social services (BA/BSW/B.Ed or equivalent preferred). Other combinations of education and experience may be considered.
- Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing
- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

## SKILLS AND ABILITIES

REQUIRED ASSETS:

- Understanding of the needs of marginalized youth and homelessness issues
- Knowledge of the current Manitoba Labour Market and of current Job Development strategies.
- Creative problem solving and strong advocacy skills
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency skills, knowledge, experience, and awareness
- Capacity to build and maintain strong relationship with partner agencies, service providers and employers
- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg; specifically housing and social services.
- Must possess knowledge of street life in the inner city including gang activity, substance use, and sexual exploitation.

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#### DESIRED ASSETS:

- Experience working with marginalized populations an asset

#### KEY RESPONSIBILITIES

The responsibilities of the Level Up! Case Manager include, but are not limited to the following:

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#### CASE MANAGEMENT

- Maintain and manage an active caseload
- Work with clients on a one-on-one basis
- Conduct orientations and intakes with participants upon entry into Level Up! including needs assessments and case plans.
- Using a strength-based approach, identify participants' skills
- Conduct life maps, goal mapping exercises and employment skill assessments
- Participate and support with the 9 week Life Skills classroom portion of the program
- Support classroom facilitators with facilitation and lesson development as needed

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#### DROP-IN /EMPLOYMENT ASSISTANCE

- Develop trusting relationships with youth accessing RaY's Drop-In, 1-2 times a week
- Assess youths' needs during drop-in and refer them to internal/external services
- Promote the Level Up! employment programming and supports
- Provide employment supports to RaY participants and schedule case management appointments during drop-in

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#### EMPLOYMENT SUPPORTS

- Job develop for employment opportunities for program participants
- Meet with participants on the job to provide additional supports as needed
- Maintain relationships with employers to navigate participants successes and potential challenges in the workplace as well as navigate future employment opportunities

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#### ADMINISTRATIVE SUPPORT

- Research employment opportunities and update the job/employment board weekly
- Performing other duties as assigned by the Director of Education and Training

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#### STATISTICS AND REPORTING

- Enter statistical information into the database
- Maintain correct and up to date records

Perform other tasks as assigned

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Physical demands: sitting, walking, some lifting up to 20 lbs
- Work environment: an environment of high-stress and fast-paced crisis intervention. Will be largely in the office but may require home visits and transportation of participants within city limits.

*RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.*

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to [employment@rayinc.ca](mailto:employment@rayinc.ca) with attention to Employment at RaY. No phone calls please.