



Brampton Multicultural Community Centre

CASE MANAGER

INTERNAL & EXTERNAL POSTING

Position: Full Time | **Working Hours:** 35 per week | **Location:** Peel Region

Brampton Multicultural Centre (BMC) is a charity, established in 1987, that provides settlement and social services to newcomer, immigrant and the larger community in the Peel Region. Our mandate is to enable less advantaged individuals, families and groups in the community to achieve their potential, improve their life skills and build their futures. BMC also offers a variety of programs and services to assist youth, develop their leadership skills, enhance their community engagement and prepare them to meet the needs of the present labour market. Case Manager will be working as a key member of our youth team and will provide a safe and supportive environment for young adults to engage in activities that reduce the impact of guns, and gang related offensive violence and build social competence and emotional well-being of these young adults.

RESPONSIBILITIES

- Perform needs assessment and provide ongoing case management and support services to young adults who have been charged with guns, gangs, and/or human trafficking related offenses.
- Create an individualized care plan tailored to fit the young adults needs: develop safety plans, crisis coping skills, as well as more life skills/cognitive skills to promote positive social behaviour
- Complete comprehensive assessments, develop and deliver collaborative treatment plans and provide case management to clients.
- Manages cases: follows up by telephone; makes appropriate referrals; researches and coordinates external services. Provide appropriate referrals to internal and external programs for long-term intervention, support and counselling.
- Respond to court ordered interventions, including, Motivational Interviewing, Trauma Informed Care and other required support solutions to the clients (if applicable)
- Conduct Employment Readiness Training to youth on various topics such as employer expectations, job search skills, interview techniques, resume development, and workplace etiquette. Support clients to find employment and job coaching, if needed.
- Maintain all required documentation and other resources for client and group sessions: takes clinical notes during counselling sessions, enters information, and prepares assessments and reports.
- Act as a positive adult role model to clients including ongoing feedback, accountability, positive discipline, emotional support, effective communication skills, conflict resolution skills, etc.
- Plan, develop and deliver Life Skills sessions to young adults on different topics such as exiting gangs, violence, personal awareness, problem solving, healthy relationships, anger and conflict management, finding and keeping a job, self-esteem, healthy living, job readiness etc.

- Any other related duties complementary to the job.
- Reports to Executive Director or his/her designate

QUALIFICATIONS/SKILLS

- Completion of a college or university degree in Social Work, Child and Youth Worker, Criminal Justice, Counselling or other Social Services program or related work experience
- Three years' work experience with youth, and providing case management services in a social service environment.
- Experience working with diverse youth, including vulnerable and at-risk individuals.
- Proven knowledge and skills in assessment, case management and supportive counselling
- Experience with youth engagement and empowerment, as well as with youth driven initiatives.
- Outstanding interpersonal, communication, conflict resolution and group facilitation skills
- Knowledge and experience with case management
- Well organized, team player who is able to take initiative, manage change, prioritize, multi-task and meet deadlines
- Effective report writing and ability to conduct program evaluation
- Experience working with the local government and youth service providers is an asset
- Fluent in English; ability to speak, read and write another language is a definite asset
- Strong communication (oral and written), and computer skills (Teams/ Word, Excel, PowerPoint, Outlook), Social Media (Facebook, Twitter, LinkedIn etc.) and Web based databases.
- Flexible to work evenings or weekends if and when required
- Police Record Check for Vulnerable Sector is required at your own expense
- Must own vehicle and a valid driver's license, and liability insurance that covers your vehicle to be used for job related travelling as and when needed.

External candidates, please submit your resume along with a cover letter in ONE document (PDF, Word or Rich Text Format) referencing:

BMC-JC-0220-Case Manager by January 19th, 2023 to:

Human Resources Department
Brampton Multicultural Community Centre
197 County Court Blvd, Suite 303,
Brampton, ON L6W 4P6
Email: hr@bmccentre.org

BMC is an equal opportunity employer, promotes the principles of diversity and equity, and adheres to the tenets of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Accommodations are available upon request; all requests must be made to the HR department in advance.

(WE THANK YOU FOR APPLYING. ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED)