

Youth Employment Services Manitoba (YES Manitoba) is seeking a permanent full-time Student Support Case Manager to join our Futures Forward team. Futures Forward is a collaborative program between YES Manitoba, Community Financial Counselling Services, and Canadian Mental Health Association - Winnipeg and Manitoba that provides holistic, wrap-around transitional supports to youth ages 15 to 29 in or from care across Manitoba.

The Student Support Case Manager is a member of the education and career planning team within the Futures Forward program and works closely with the Futures Forward Project Manager, Post-Secondary Education Advisor, Employment Facilitator, and Outreach Coordinator to provide education and career development support for youth in or from care in Manitoba.

Position: Student Support Case Manager (Futures Forward)

Hours: 37.5 hours per week (Monday – Friday, 8:30 a.m. – 4:30 p.m.)

Start date: ASAP

Salary: \$45,000 - \$49,000 annually

Benefits: Group health & dental plan | Employee assistance program | Three-weeks paid vacation | Additional paid time off in December

Location: Youth Employment Services, 614 – 294 Portage Ave, Winnipeg, MB

Specific Responsibilities:

Reporting to the Program Manager (Futures Forward), the Student Support Case Manager is primarily responsible for:

Client-Lead Participant Support & Case Management

- Work closely with educational institutions, Child and Family Services (CFS) agencies, case workers, and Career Development Counsellors (CDCs) to ensure participants' seamless transition to Workforce, Training and Employment (WTE) supports.
- Provide ongoing one-on-one case management support to youth in receipt of a Tuition Waiver, with specific transitional support for students with an Agreement with Young Adults (AYA), including monthly planning related education and career development, helping to support a successful transition from CFS care to adulthood.
- Support new Tuition Waiver students in applying for WTE supports and referring their application to WTE to connect them with living supports and a CDC.
- Liaise with current CFS workers to monitor and support participants' progress and, using a client-led approach, work to overcome barriers participants may be facing.
- Liaise with various CFS agencies, CDCs, and WTE staff to develop understanding of the supports, services, and financial responsibilities each agency has for participants on an AYA; compile and share resources with participants to build their understanding of the supports and services they have access to.
- Make both internal and external referrals for participants to ensure they have access to resources and supports needed to maintain overall wellbeing and support their transition to interdependence (mental health support, parenting supports, legal advice, etc.); make referrals to appropriate resources and manage crisis, as needed.

Post-Secondary Education & Career Planning

- Assist participants with education and career planning through one-on-one appointments and case management activities to identify personal goals and interests related to employment and post-secondary education; help participants research, identify and pursue programs, training, and course selection relevant to future goals, including post-secondary options and/or employment.

- Assist participants with accessing and identifying resources to pursue post-secondary education, including funding opportunities and bursaries.
- Assist participants in completing forms and gathering supplement documents for WTE support, post-secondary applications and external funding (bursaries, scholarships etc).
- Provide support and information to participants to navigate and follow through with post-secondary institution and program application requirements; engage in follow up activities to ensure participants have ongoing support to execute education and career goals.
- Liaise with participants' social workers, guidance counsellors, teachers, and network of support to assist participant holistically in education and career planning.
- Participate in various bursary selection committees including Keith Cooper Scholarship, as needed.
- Support promotion and administration of the Advancing Futures Bursary.
- Assist with coordination and promotion, as needed, to increase access to all Futures Forward activities and other post-secondary and career development programs; provide support and referrals to various participants to continue their career journey after graduation.

Community Outreach & Participant Engagement

- Establish and maintain positive working relationships with external stakeholders and community agencies across Manitoba to promote Futures Forward programming and services.
- Coordinate regular Futures Forward Student Support Group meetings and activities.
- Support coordination of program-wide activities, such as the Futures Forward holiday party, as needed.
- Support the coordination of a Student Graduation Event with community agencies.
- Assist with coordination and promotion, as needed, to increase access to all Futures Forward activities; facilitate presentations to raise awareness of all Futures Forward programming and services to students, educators, post-secondary institutions, and service providers.

Other Duties

- Ensure all applicable data is tracked and filed correctly and securely; maintain all files and records in accordance with YES policies.
- Support month and year end reporting, ensuring continuous and accurate data entry into centralized database, and work to ensure monthly targets are being met.
- Update student support documents annually, or as needed, such as living supports, voluntary withdraw dates, and health care opt-outs etc.
- Maintain working knowledge of all YES and Futures Forward services to direct general client inquires via telephone and email, provide internal and external referrals respond to questions about programming, client eligibility, hours of operation, etc.
- Attend YES staff meetings and front-line Futures Forward team meetings.
- Other duties as assigned.

The Student Support Case Manager will possess the following qualifications and attributes:

- Certificate, degree, or diploma in social work, humanities, education, career development or counselling. A combination of education and previous experience will be considered.
- Strong working knowledge of Child Welfare System, including interventions, community supports, policies, and processes of transitioning from care. Lived experience in foster care system valued.
- Strong working knowledge of the Agreements with Young Adults program and client rights.
- Working knowledge and understanding of the lives of Indigenous youth and proven ability to provide culturally appropriate programming.
- Proficiency with Microsoft Office Suite, including Office 365; excellent computer and keyboarding skills.
- Excellent interpersonal skills with the ability to relate to people at all levels and maintain effective working relationships.

- Ability to maintain a high degree of discretion and confidentiality while functioning in an environment where time sensitive issues and projects are addressed effectively.
- Demonstrated skills in written and oral communication.
- Comfortable working with a wide variety of people exercising a non-judgmental, respectful approach; Ability to handle conflict and difficult situations in a professional manner.
- Adaptable, flexible, and quick to absorb and retain information.
- Organized and attentive to detail; strong time management skills.
- Approachable, comfortable, and self-aware when communicating with youth while maintaining a professional approach both in a one-on-one and group setting. Strong understanding and ability to recognize and appreciate the diversity of cultures, ideas and opinions.
- Self-motivated, self-reliant with an ability to work independently yet an enthusiastic team player with proven capacity to show initiative and take responsibility.
- Valid Class 5 Drivers' License and access to a vehicle is an asset.

This position requires a current satisfactory Criminal Records Check (including Vulnerable Sector Search), and Child & Adult Abuse Registry as conditions of employment. A security check is considered current if it was obtained no more than six (6) months prior to the start of employment. Only original copies of the CRC, CARC, AARC will be considered acceptable for the purposes of this policy.

YES Manitoba requires all staff to be fully vaccinated for COVID-19.

We are committed to a workforce that reflects the diversity of those we serve. We encourage applications from all qualified individuals including applications from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. If you identify as Indigenous, Métis, Inuit, a visible minority, a member of the LGBTQIA2S+ community, a person with a disability, and/or a member of a marginalized community (i.e. Foster Care), you are encouraged to indicate this in your cover letter. We are committed to accommodating applicants with disabilities throughout the recruitment process and will offer reasonable accommodation to individuals participating in the selection process upon request.

YES Manitoba offices are located on Treaty One territory, on the traditional territory of the Anishinaabe, Cree, Oji-Cree, Dene, and Dakota Peoples, and the Homeland of the Metis Nation.

Please email your cover letter and resume to hr@yesmb.ca, including "Student Support Case Manager" in the subject line.

Applications for this position will be accepted until filled. Interviews will be scheduled as applications are received.

We thank all who apply but only those selected for an interview will be contacted.