



WorkBC Case Manager, Community Futures Boundary Position Overview

Organization: Community Futures Boundary

Location: Grand Forks, British Columbia

Reports to: General Manager

Salary Range: \$25- \$35/ hour, plus a comprehensive benefits package and employer supported RRSP. This is a contract position, running until March 31st, 2027, with the possibility of extension.

Community Futures Boundary has partnered with Kootenay Talent + Recruitment to fill this position.

[Apply online](https://kootenayrecruitment.ca) at kootenayrecruitment.ca and click on the Opportunities section

Application Deadline:

For questions, please contact Mia Gardiner- mia@kootenayrecruitment.ca



The Case Manager Opportunity

Under the direction of the General Manager, the Case Manager works collaboratively with a

diverse range of clients, including specialized populations, to understand their unique employment needs and support them in achieving their career and training goals.



This role requires managing comprehensive client cases and building strong relationships with both clients and community partners. The Case Manager achieves success by utilizing a wide array of practical tools provided by the WorkBC program, coupled with our organization's expertise.

The Case Manager takes great care in assessing individual needs, identifying

appropriate opportunities and resources, monitoring progress, and carefully documenting client files. Through dedicated relationship management and outreach, the Case Manager takes pride in a high level of client service and is committed to helping clients navigate barriers and maintain sustainable employment in a changing economy.

Case Managers at Community Futures Boundary are knowledgeable in the full suite of services available, based on individual employment needs and eligibility. Case Management services are delivered through the WorkBC Centre in Grand Forks, virtually, and through outreach services in Greenwood and other Boundary area communities as required. The WorkBC Team must meet key performance measurement targets as set by the Ministry of Social Development and Poverty Reduction. Each member of the team must ensure they execute the above responsibilities and demonstrate full participation in attaining those benchmarks.

This position is ideal for a compassionate, organized, and client-focused professional who enjoys helping people overcome barriers. An experienced employment services professional or someone with a counselling or human services background would be best positioned to learn the nuances of the role. The position requires empathy and kindness, balanced with the ability to provide guidance, insights and supportive feedback. Candidates who are excellent at building relationships and can adapt to technology will excel in this position. There is a strong emphasis on managing records and data accurately, previous experience with database management, especially government databases, will be helpful.

Position Requirements

Client Case Management and Support

- Engage clients in a collaborative, productive, and respectful relationship that is client-centered and encourages positive outcomes and self-sufficiency.
- Conduct formal needs assessments with new clients to evaluate job readiness, gather employment history, educational background, skills, and career goals.
- Work collaboratively with clients to develop, review, and revise mutually agreed-upon, realistic, and achievable return-to-work action plans.
- Determine eligibility for services, financial supports, living/tuition supports, and disability-related needs costs.
- Provide employment counseling to assist clients in identifying and resolving issues, making employment-related decisions, and achieving their objectives.
- Administer and facilitate referrals for clients requiring further assessments (specialized, disability-related, career, general skills, essential skills, etc.) or skills testing.
- Monitor ongoing needs and progress through regularly scheduled contact, confirming training progress with institutions, and following up on job/volunteer placements.
- Assist clients with accessing the Online Employment Services Portal (OES) and responding to portal inquiries.
- Provide information and assistance related to applying for Employment Insurance and completing application forms.
- Mediate work conflicts between clients and employers when necessary.
- Facilitate one-on-one and group workshops as required.

Relationship Management and Community Engagement

- Establish and maintain strong working relationships with community service organizations, training institutes, employers, and other partners.
- Demonstrate a high level of professionalism with community partners, including government staff and contractors and funding partners.
- Support clients in accessing community services and confirming their progress with these organizations.
- Facilitate appropriate referrals to other agencies and individuals who can provide necessary supports to clients.
- Participate actively in community and employer outreach activities to promote services and build partnerships.
- Provide outreach into other communities within the Catchment Area on an as-needed basis.

Information Management and Administration



- Maintaining and documenting client files accurately and professionally.
- Enter accurate client information into the ICM database in a timely manner, adhering to industry file management standards.
- Prepare written rationales for client supports.
- Ensure consistent up to date knowledge of and adherence to client privacy regulations and complex policy and procedures.

Collaboration with Colleagues

- Provide relief/backup for team members as required.
- Share best practices and engage in mutual support with other team members.
- Participate in relevant training activities to maintain or improve knowledge base, including current knowledge of the local and provincial labor market.

Qualifications and Experience

Relationship Building & Client Support

- Strong communication and interpersonal skills, with the ability to build positive relationships with clients, employers, community partners, and team members.
- Experience supporting diverse individuals, including those facing employment or life barriers, using a respectful, client-centered approach.
- Ability to coach, mentor, motivate, and support clients in achieving their goals.

Employment Services Knowledge

- Understanding of employment services, career development, job search strategies, and local labour market resources.
- Ability to assess client needs, develop action plans, and connect individuals with appropriate services and supports.
- Experience working with community agencies, employers, or service providers is an asset.

Organization & Problem Solving

- Strong organizational, administrative, and problem-solving skills with the ability to manage multiple priorities.
- Ability to understand and apply policies, procedures, and program requirements.
- Adaptable, self-directed, and committed to continuous learning and professional growth.

Technical Skills

- Comfortable using computers, databases, and technology to maintain accurate client records and documentation.
- Experience with client management systems such as ICM is considered an asset.

**Education & Experience**

- Post-secondary education in a related field such as Career Development, Human Services, Social Work, Psychology, Education, Human Resources, or a similar discipline is preferred.
- An equivalent combination of education and relevant experience will also be considered.

Demonstrated Attributes

- Empathy and professionalism
- Strong judgment and discretion
- Accountability and reliability
- A collaborative team-oriented approach
- A commitment to inclusion, respect, and client success

Additional Requirements

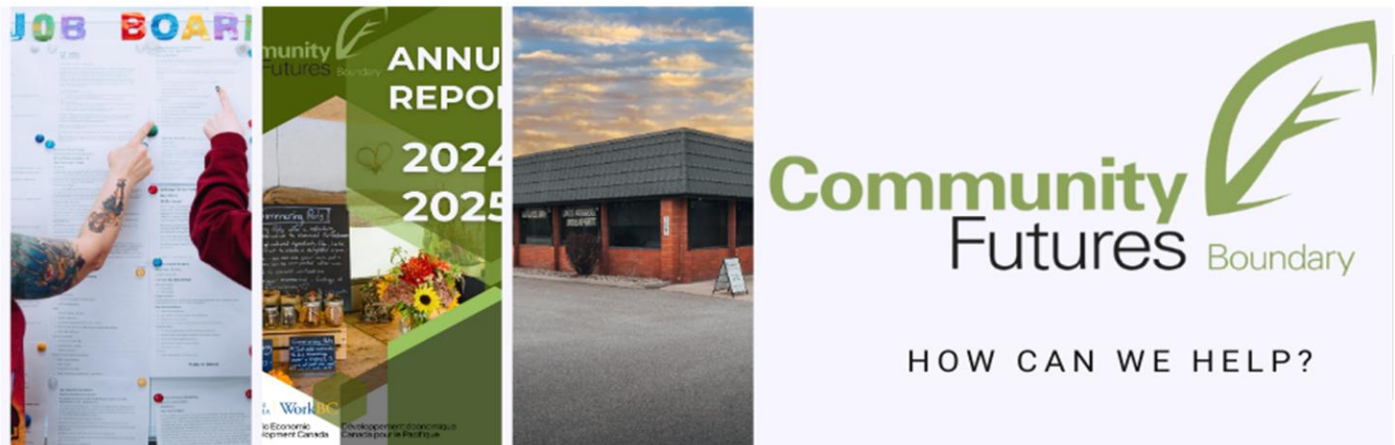
- All case managers are required to be certified as Career Development Practitioners or working towards certification as outlined in their annual professional development plan.
- Ongoing professional development through relevant training and workshops will be determined on an annual basis.
- Must consent to a Criminal Record Check (Clean Criminal Record Check required).



About Community Futures Boundary

Community Futures Boundary (CFB) is a cornerstone of the Boundary region's economic landscape. As a respected not-for-profit organization and a proud member of the provincial and national Community Futures network, CFB's mission is to serve as a catalyst for sustainable local economic growth. Governed by a volunteer Board of Directors comprised of dedicated business and community leaders, CFB is deeply rooted in the communities it serves and is funded through a combination of its business loans program, the Federal Government, and provincial partnerships.

Driven by a genuine commitment to the Boundary's unique character and needs, CFB serves the communities of Christina Lake, Grand Forks, Greenwood, Midway, Rock Creek, Bridesville, Christian Valley, Westbridge, Beaverdell, and Big White.





The WorkBC Program

CFB is partnered with the Kootenay Career Development Society to deliver WorkBC programs and services for Grand Forks and the surrounding area. A dedicated team of employment professionals supports Boundary residents on their path to meaningful employment.

WorkBC Centres help individuals find jobs, explore career options, and build new skills, while also assisting employers in finding the right talent and growing their businesses. Services are available to everyone, in-person or virtually.

For more information on WorkBC, visit the [West Kootenay Boundary WorkBC website](#).

Other Program Areas

- CFB provides accessible capital to new and expanding businesses, often filling the gap left by traditional financial institutions and helping local entrepreneurs turn their visions into reality.
- Through one-on-one coaching and expert guidance, CFB helps entrepreneurs develop strong business plans, navigate challenges with confidence, and seize opportunities for growth.
- CFB initiates and supports projects that build local capacity, attract investment, and strengthen the overall business environment across the region.



At its core, CFB is a highly relationship-focused, community-based organization that believes in the power of local partnerships. Collaborating with all levels of government, educational institutions, and non-profit organizations to build a healthy and thriving business ecosystem is a strategic priority, and a core value held by every member of the CFB team.

For more information on Community Futures Boundary, including programs, services, and annual reports, please visit the [CFB website](#).

Why Grand Forks, BC is a Great Place to Live and Work



Grand Forks is a charming, resilient community nestled in the heart of the Boundary region, approximately 500km east of Vancouver. Situated at the picturesque confluence of the Kettle and Granby rivers, the town offers a tranquil lifestyle surrounded by stunning natural beauty. For professionals seeking a meaningful career outside of a major metropolitan center, the Boundary Region provides the perfect blend of rural living and small-town intimacy, complete with all necessary amenities.

A Strong, Stable Community

Grand Forks and its surrounding service area are home to around 7,000 residents, offering a genuine small-town feel where people know and trust each other. For a Case Manager, this translates directly into the ability to build more meaningful relationships and magnify the impact of the programs and services you deliver. The community is known for its strong sense of

identity—shaped by its Doukhobor heritage—and a welcoming, collaborative spirit that extends throughout the entire Boundary Region.

Affordable, Comfortable Living

Compared to larger BC cities, housing prices and the overall cost of living in Grand Forks remain significantly more affordable. Whether you're buying your first home or settling in with a family, it's a place where your income stretches further, allowing for a high quality of life.

Unmatched Access to Nature and Recreation



Grand Forks is a haven for outdoor enthusiasts, surrounded by rivers, mountains, and trails. Activities like hiking, mountain biking, golfing, fishing, camping, and exploring the Kettle Valley Rail Trail are all part of everyday life. In the winter, nearby ski hills offer excellent recreation.

The community is also incredibly active- home to the Grand Forks International Baseball League and a slow-pitch league that draws crowds

rivaling much larger towns. For indoor recreation, the town features a full recreation center complete with an ice rink, pool, and curling rink, and proudly hosts the Junior Hockey Champions, the Border Bruins. Here, work-life balance isn't just a concept; it's built into the rhythm of the community.

A Family-Friendly Environment

With quality schools, local colleges, and a strong focus on community events, Grand Forks is an ideal place to raise a family while maintaining a rewarding career. Notably, schools in Grand Forks operate on a 4-day week, allowing for more concentrated family time, and the local high school has ranked in the provincial top ten academically in recent years.

Contact mia@kootenayrecruitment.ca for more information about this position, or [APPLY HERE](https://kootenayrecruitment.ca) (kootenayrecruitment.ca)