

Case Manager

Section 1: Job Information

Job Title:	Case Manager	Program/Department:	EAGP
Employment Type:	☐ Permanent ☐ Temporary ☒ Contract	Position Status:	☒ Full Time ☐ Part Time
Reporting To:	EAGP Supervisor Brittany Oracheski	Weekly Working Hours:	35 hours
Salary:	\$49,000-\$53,000	Start Date:	Late September 2026

How to Apply: Please submit your resume and cover letter to EAGP Program Supervisor:

Brittany Oracheski, boracheski@employabilities.ab.ca

Section 2 : Job Summary

The **Case Manager** (CM) plays a pivotal role in service delivery for individuals with disabilities and barriers to employment, helping to navigate employment challenges by conducting assessments and creating tailored action plans that steer them toward meaningful career paths. Provides holistic support and proactive follow-ups for long-term success.

Section 3 : Key Responsibilities

Agency Values Champion

- Demonstrate and uphold EmployAbilities' core values of being Trustworthy, Collaborative, Innovative, Inclusive, and Compassionate in all interactions and responsibilities.
- Foster respectful, person-centred relationships with participants, colleagues, employers, and community partners.

Intake and Assessment

- Conduct initial participant needs assessments to determine eligibility for programs.
- Provide referral to alternative programs, and community supports as required.
- Lead participants to self-awareness through interpretation of assessment results.
- Support participants in the development of individual action plans to address identified employment barriers, strengths, interests and learning needs.
- Create and maintain up-to-date in-house and government files and daily documentation.

Case Management & Employment Counselling

- Create, monitor and follow up on individual participant action plans using organizational and government databases.
- Assist participants in accessing work-related employment supports including interventions and social supports.
- Discuss participants' barriers or issues related to employment and develop workable solutions to minimize these barriers or resolve issues.
- Develop participants resumes, arrange mock interviews, and support participants with employment goals and job search/application.
- Conduct regular appointments with participants as defined in Service Standards, at minimum.

Facilitation

- Facilitate one-on-one and group learning experiences, adapted to the needs of each participant.
- Assist clients with technology needs as required.
- Ensure services are engaging and client centred (eg- not limited to job search every appointment)

Labour Market Development

- Research employer and industry relationships to build understanding of local labour market conditions/requirements.
- Work with Employer Liaisons to ensure a good fit including monitoring progress and documentation.
- Work with Employer Liaisons related to marketing of participants to secure employment or further education or training opportunities
- Ensure participants are receiving regular and factual labour market information to inform their goals and realistic service planning.

Community Involvement

- Represent the Agency and promote available, services and programs to the communities as required.
- Participate in networking, presentations, conferences, committees.
- Attend job fairs, labour market and other events.

Section 4: Summary of Qualifications**Educational Background:**

- Diploma/Certificate in related field
- Required to have a valid class 5 driver's license and access to a vehicle or reliable public transportation.
- Clear criminal record check including vulnerable sector check

Technical Skills:

- Proficiency in the use of Microsoft Office 365.
- Knowledge and understanding of database programs an asset.
- Proficiency with Virtual Meeting platforms (Skype, Zoom, Teams Google Meet etc.)

Job Expertise/Experience:

- Previous experience in intake and assessment, case management, adult workshop facilitation, and employment counselling is considered an asset.
- Previous experience working with persons with disabilities or other at-risk populations preferred.

Soft Skills:

- Compassionate and inclusive person-centred approach
- Exceptional interpersonal and communication skills
- Demonstrated ability to be adaptable with strong organizational skills
- Ability to problem solve
- Ability to develop and maintain good rapport