

SEIU Healthcare Training Centre



JOB DESCRIPTION: TRAINING PATHWAY CASE MANAGER

SEIU Healthcare represents more than 67,000 frontline healthcare workers across Ontario. The SEIU Healthcare Training Centre was established to address the province's ongoing health human resources crisis by developing accessible, high-quality, and sustainable workforce development programs. Through innovative education, strategic partnerships, and evidence-informed practices, the Training Centre empowers healthcare workers to expand their skills, advance their careers, and improve the quality of care in Ontario's healthcare system.

For more information, visit <https://seiustrainingcentre.ca/>

POSITION DESCRIPTION:

Reporting to the Executive Director of Strategic Partnerships, the **Training Pathway Case Manager** provides comprehensive, wrap-around support to students enrolled in SEIU Healthcare Training Centre programs. This role ensures that each student receives individualized guidance, advocacy, and coordination of support throughout their educational and/or placement journey.

Grounded in principles of equity, inclusion, and social justice, the Training Pathway Case Manager works collaboratively across internal teams and with partner organizations to ensure students experience a seamless transition from training to work placements. The role is highly student-focused and emphasizes barrier reduction, retention, and overall learner wellbeing.

This is a **hybrid, temporary full-time position** based at our **Head Office in Richmond Hill, Ontario**, with an anticipated end date of **September 30, 2026**, and the potential for extension.

DUTIES AND RESPONSIBILITIES

- Provides individualized wrap-around case management to students enrolled in Training Centre programs, including intake, needs assessment, and ongoing follow-up.
- Identifies and addresses barriers impacting student participation or success, connecting learners with internal or community-based support as needed.
- Monitors student progress throughout training and placement stages, intervening proactively when challenges arise.
- Liaises and works closely with the Clinical Placement Coordinator to ensure clinical hours, work-integrated placements and documentation required for licensing and clinical placement is completed and ready for the employer.
- Maintains accurate and confidential student records, case notes, and progress updates in accordance with Training Centre policies.
- Collaborates with instructional and administrative staff to coordinate support and ensure timely communication regarding student needs.
- Ensures smooth transitions between training, placement, and employment pathways through coordination and follow-up support.
- Develops and maintains strong relationships with Training Centre staff and partner organizations to facilitate successful student experiences.
- Provides regular updates and case summaries to the Executive Director of Strategic Partnerships, and relevant team members.
- Contributes to continuous improvement efforts by identifying trends, gaps, and opportunities in student support services.
- Performs other duties as assigned.

EDUCATION:

At SEIU Healthcare, we value diverse pathways to professional skill development.

Required Education:

- Post-secondary degree-level education in nursing or social work is required.
- Active and unencumbered license with the College of Nurses of Ontario or The Ontario College of Social Workers and Social Service Workers.

Educational Asset: Experience in adult teaching and learning environments is preferred; however, equivalent experience in a similar environment will be considered.

REQUIRED EXPERIENCE

- Proven experience supporting individuals through structured education, training, or employment programs.
- Demonstrated ability to provide case management, mentoring, or student success coaching in a professional setting.
- Experience with data collection, documentation, and progress tracking.
- Familiarity with workforce development or training initiatives within the healthcare, retirement, long-term care, or community sectors is an asset.

SKILLS & COMPETENCIES REQUIRED

- Strong interpersonal and communication skills, with a focus on empathy, active listening, and trust-building.
- High level of organization and attention to detail in maintaining case records and monitoring student progress.
- Ability to work independently, exercise sound judgment, and manage multiple cases simultaneously.
- Proficiency with digital tools and databases used for case management and reporting. This position requires a significant amount of technology-driven administrative work. Proficiency with Word, Excel, and PowerPoint is required.
- Strong problem-solving and crisis-intervention skills.
- Demonstrated commitment to trauma and violence-informed care, equity, and inclusion.

PHYSICAL DEMANDS/ WORKING CONDITIONS / ENVIRONMENT

- Office work involves prolonged periods of sitting at a workstation and repetitive computer use.
- Work hours may vary to meet operational needs, including occasional evenings or weekends.
- This position may require significant travel.
- Frequent use of computers and telephones for virtual or in-person student meetings.
- Must be able to lift and transport materials for meetings or training sessions.
- Exposure to healthcare and office environments.

HOW TO APPLY

Written applications that detail your qualifications and experience should be submitted on: [Training Pathway Case Manager Application Form](#)

Please note that the Employer reserves the right to transfer or assign staff anywhere within the SEIU Healthcare Training Centre jurisdiction.

VACANCY DISCLOSURE

This posting is to fill an existing vacancy within the SEIU Healthcare Training Centre.

ARTIFICIAL INTELLIGENCE DISCLOSURE

Please note that the SEIU Healthcare Training Centre may use artificial intelligence (AI) tools to assist in screening, assessment, or selection of applicants for this position.

The SEIU Healthcare Training Centre thanks all applicants for their interest. We are committed to diversity in our workplace and encourage applications from all visible minority groups, women, Aboriginal persons, persons with disabilities among other self-identified diverse groups. We also provide accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources. Please note that only individuals who are selected for interviews will be contacted.