



CALL FOR EXPRESSIONS OF INTEREST

Colleges and Institutes Canada-Veterans Affairs Canada Work-Integrated Learning Program

Colleges and Institutes Canada (CICan) invites its members to submit an Expression of Interest to participate in the development and pilot implementation of a CICan-Veterans Affairs Canada (VAC) Work-Integrated Learning (WIL) Program.

Background

CICan has been contracted by VAC to develop a pan-Canadian WIL program. Veterans Affairs Canada is faced with challenges meeting current and projected staffing requirements within two groups of employees – Veterans Service Agents (VSA) and Case Managers (CM). Based on VAC projections, the number of new hires in the VSA and CM classifications is estimated to be between 80 and 100 per year over the next five years in VAC's 37 field offices. The job descriptions for the VSA and CM positions are included as an appendix. VAC will be mostly recruiting unilingual English and unilingual French candidates, but some area offices will require bilingual staff.

VAC has selected CICan to develop a single pan-Canadian program with its members to place qualified students in WIL opportunities for VSA and CM positions. The CICan-VAC WIL project will include three phases.

Phase I will begin with an environmental scan of college and institute programs that align with the knowledge and skills requirements for VAC's VSA and CM positions. Phase I will also identify different WIL program models and include:

- selection criteria and learning outcomes;
- key competencies and assessment tools;
- roles and responsibilities;
- an evaluation framework; and,
- communication strategy and tools.

Phase II will pilot the implementation of different WIL program models in four of VAC's 37 field offices. The four pilot sites have been identified by VAC and are located in: Edmonton (AB); Mississauga (ON); Oromocto (NB) and Saint John (NB).

Phase III will draw lessons learned from the pilot and involve scaling the CICan-VAC WIL program at other colleges and institutes and VAC field offices across Canada.



Expression of Interest Details

For the purpose of this Expression of Interest, it is expected that the selected institutions will contribute to Phase I and Phase II.

For the purpose of this project, work-integrated learning (WIL) refers to a range of approaches and programs that integrate theory with practice of work within a purposeful curriculum and can include one or more of the following characteristics¹:

- Structured work experience where students become familiar with the world of work as part of a college/institute program;
- Placements and work-related experiences that prepare students for the VSA or CM positions at VAC area offices, but are not required for a professional license;
- Mandatory professional practice with work arrangements required for a professional license or designation;
- Remunerated internship opportunities for recent graduates or soon-to-be graduate students.

Institutions selected for this pilot must demonstrate the willingness and ability to:

- Develop and/or integrate supplementary teaching material tailored to the needs of the CICan-VAC WIL program such as case studies and videos either in regular program curriculum or in voluntary pre-placement workshops or online courses;
- recruit and support students to participate in the CICan-VAC WIL program; and
- participate in the evaluation of the pilot.

Statement of work

A minimum of three (3) CICan member institutions will be selected to join a project team led by CICan to develop the CICan-VAC WIL Program framework and participate in the pilot. The selected partners will work in close collaboration with CICan staff to share their WIL expertise and to complete the following activities:

| Dates | Activities |
|------------|--|
| April 2019 | <ul style="list-style-type: none">• Assign a staff resource to coordinate project activities with CICan and VAC staff;• Provide information on your institution's current WIL program structures in the areas of social work, nursing, mental health and addiction, and/or other relevant programs as determined by the |

¹ [Taking the Pulse of Work-integrated learning in Canada](#), Business/Higher Education Roundtable (BHER) report



| | |
|------------------------------|---|
| | <p>participating CICan member colleges and institutes;</p> <ul style="list-style-type: none">• Recommend WIL models that align with VAC’s Veteran Service Agents (VSA) and Case Managers (CM) staffing needs;• Validate CICan’s environmental scan data (program alignment with the requirements of the VSA and CM positions);• Work with the project team to determine:<ul style="list-style-type: none">○ learning outcomes and requirements for selecting students;○ key competencies required for students and;○ performance criteria to assess students during the WIL pilot. |
| May 2019 – August 2019 | <ul style="list-style-type: none">• Collaborate with CICan project team to:<ul style="list-style-type: none">○ determine the VAC departmental procedures including: hiring practices, security clearances, and other requirements;○ determine the student selection process and criteria;○ develop a communication and promotion strategy to attract students;○ build customized teaching material (e.g., workshops or on-line resources) for students interested in the VAC WIL opportunities. |
| September 2019 – August 2020 | <ul style="list-style-type: none">• Participate in the implementation of the VAC WIL Pilot, which will involve:<ul style="list-style-type: none">○ recruiting up to five students at each participating college/institute studying social work, nursing, mental health and/or addiction, etc., to participate in the program at each of the pilot sites;○ collecting and reviewing student applications;○ communicating with students during the selection process, placements and internships; and○ supporting VAC staff with the student onboarding process, self-reflection exercises, and other identified student |



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| | requirements. <ul style="list-style-type: none">• Provide recommendations at the end of the pilot for improving and scaling the program. |
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Mandatory Selection Criteria

Proposals will be evaluated based on the following criteria:

- Able to send students for WIL placements in one of the following four locations: Edmonton (AB), Mississauga (ON), Oromocto (NB) or Saint John (NB);
- Institution offers social work, nursing, mental health, addiction and/or other programs that align with the requirements of the VSA and CM positions at VAC;
- Experience developing and managing WIL programs and placements;
- Able to provide the services outlined in this call for Expressions of Interest within the set timeframes.
- Able to assign adequate staff resources for Phase I and Phase II of the project.

Additional Selection Criteria

Organizational Expertise and Experience:

- Able to create a customized WIL program for a specific client;
- Able to work with students during the recruitment and placement phases of a WIL program;
- Knowledge of innovative WIL program models.

Budget

The budget allocated to each member college/institute for professional fees is a fixed amount of \$27,000 for the period of April 2019 to September 2020 with payments made based on project deliverables. These fees are expected to cover all activities described in the statement of work. This budget excludes travel costs. There is no expectation of travel. If college and institute staff wish to travel, it will be at the expense of their institution.

Guidelines and Format for submitting proposals

The proposal must be no longer than 2,500 words (excluding appendices) and be accompanied by a cover letter signed by an authorized manager from your institution.



a. Purpose

In one paragraph, please state your interpretation of the purpose and goal of the project.

b. Experience and expertise:

i. Offers Social Work, Nursing, Mental Health and Addiction and/or other relevant programs

Describe your social service worker, nursing, mental health and addiction and/or other relevant programs. Make certain to include the name of the program and if it is a diploma, advanced diploma, degree and/or graduate certificate program, as well as a brief description. As well, provide information on current and/or projected enrollment numbers in these programs.

ii. Experience with WIL programs

Describe your institution's experience with WIL programs.

iii. Experience offering customized solutions for a specific client

Describe your institution's experience with offering customized solutions, if applicable.

c. Proposed roles and responsibilities of those involved

Provide names and titles of the staff from your institution who will be involved in Phase I and Phase II of the project and the roles and responsibilities proposed for each.

Your proposal must be received by the CIGan office no later than **Friday, April 12, 2019**, before 5:00 p.m. EDT via e-mail to Brian Carriere, Senior Program Officer, Canadian Partnerships: bcarriere@collegesinstitutes.ca. Please indicate **CIGan-VAC WIL Program** and the name of your institution in the subject line.

Selection Process

A committee comprised of CIGan Directors will review the proposals within two weeks of the submission deadline. The committee will evaluate and score all proposals based on the criteria defined above.

The results of the selection process will be communicated by Friday, May 3, 2019 to all those who submit a proposal.

For more information, please contact Brian Carriere, Senior Program Officer, Canadian Partnerships, bcarriere@collegesinstitutes.ca.

Appendix A

Veterans Service Agent

Important messages

When you apply to this selection process, you are not applying for a specific job, but to an inventory for future vacancies. As positions become available, applicants who meet the qualifications may be contacted for further assessment.

Your résumé must clearly demonstrate that you meet the requirements for education and experience, otherwise your application may be rejected at screening.

Successful candidate(s) must meet and maintain the Conditions of Employment throughout their employment.

Candidates will be asked to provide proof of their education credentials at a later date. For foreign credentials, proof of Canadian equivalency will be required within one month of being contacted for assessment. Therefore, you are strongly encouraged to begin this process at time of application to this inventory.

Candidates will be asked to provide proof of Canadian citizenship.

Persons are entitled to participate in the appointment process in the official language of their choice. Applicants are asked to indicate their preferred official language in their application.

An interview, written exam or situational exercise may be administered. Reference checks may be sought.

Persons with a disability preventing them from applying on-line should contact us at Reader Service: 1-800-461-6263

Duties

Screens clients using departmentally-approved tools and identifies presenting or potential issues/concerns.

Provides targeted assistance in response to client needs, including determining eligibility as per Veterans Affairs Canada (VAC) eligibility guidelines, active interviewing, assessing information gathered and making decisions on VAC programs and services as per delegated financial authority.

Refers clients to Case Managers for potential assessment and VAC case management services, provides contact information for and/or communicates with external

organizations to facilitate the provision of, or access to, benefits and services to clients, as appropriate.

Collaborates/consults with, and serves as a member of, the Interdisciplinary Team (IDT) ; and liaises with other VAC service areas, as required.

Provides information and advice with respect to client eligibility for internal/external programs and benefits; and initiates applications for VAC programs and services, as required.

Follows-up on client cases/referrals, as per program requirements.

Ensures that standards are adhered to when documenting client information.

Intent of the process

Create an inventory which can be used for permanent, temporary, full-time, part-time, or casual appointments.

NOTE - casual employment means a short-term employment option to hire persons to the Public Service for a period not to exceed 90 working days in one department in any one calendar year

Positions to be filled: Number to be determined

Information you must provide

Your résumé.

You must meet all essential qualifications in order to be appointed to the position. Other qualifications may be a deciding factor in choosing the person to be appointed. Some essential and other qualifications will be assessed through your application. It is your responsibility to provide appropriate examples that illustrate how you meet each qualification. Failing to do so could result in your application being rejected.

In order to be considered, your application must clearly explain how you meet the following (essential qualifications)

EDUCATION:

Successful completion of post-secondary school diploma (includes community college, CEGEP, technical college or university) with specialization in a health- related or social work field or other specialty related to the position.

[Degree equivalency](#)

Experience in applying provisions of legislative, regulatory and policy related benefits and services.

Experience working in a health care, social service, or military interdisciplinary team environment.

Experience in screening clients for benefits, services, follow-up and referrals.

The following will be applied / assessed at a later date (essential for the job)

Various language requirements

English Essential, French Essential, and Bilingual Imperative CBC/CBC

[Information on language requirements](#)

Ability to prioritize, organize and manage a workload.

Ability to analyse and problem solve.

Ability to communicate effectively, orally and in writing.

Ability to deal with situations of conflict and crisis.

Ability to document and maintain records.

Effective Interpersonal Skills

Integrity

Client Service Orientation

Judgement

Adaptability and Flexibility

The following may be applied / assessed at a later date (may be needed for the job)

Experience as a member of the Canadian Armed Forces.

Experience in dealing with the Canadian Armed Forces military culture.

Experience in working with clients who have mental health and addictions issues.

In support of achieving a diversified workforce, consideration may be given to candidates self-identifying as belonging to one of the following Employment Equity groups: Aboriginal peoples, Persons with a Disability; Visible Minorities, Women.

Reasonable measures of accommodation can be taken in order to meet employees' or candidates' needs, unless requirements necessitate undue hardship.

Veterans Service Agents are assigned to a primary work location but may be required to work at various locations and travel between these locations.

Must be willing to occasionally officially represent the Department at functions such as conferences, commemorative events, etc.

Conditions of employment

Reliability and Security: Reliability Status;

Willingness to travel for work related duties;

In possession of a valid driver's license or has similar mobility in accordance within the approved limits of the Treasury Board Travel Policy;

Consent to be deployed or assigned within the area of the office, as per the organizational needs.

For example:

For Edmonton IPSC and Edmonton Office positions : Consent to be deployed or assigned within the Edmonton offices (IPSC, Edmonton), as per the organizational needs.

or

For Ste-Foy and Valcartier IPSC positions : Consent to be deployed or assigned within the Quebec Area (Ste-Foy or Valcartier), as per the organizational needs.

Other information

PLEASE NOTE: For this selection process, our intention is to communicate with applicants by e-mail for all screening/assessment/notification purposes. Applicants who apply to this selection process must include in their application a valid e-mail address and make sure this address is functional at all times and accepts messages from unknown users.

You will be required to show how you demonstrate the essential qualifications (i.e. Education, Experience and/or Occupational Certification) for the initial screening through your resume, and/or in answering online screening questions. It is NOT sufficient to only state that the qualifications are met or to provide a listing of current or past responsibilities. Rather you must clearly demonstrate HOW, WHEN, and WHERE the qualification was met through substantiation by examples. Information on your described skills, experience, etc. provided in the screening questions should be supported by your resume. Failure to provide the above information in the format required may result in your application being rejected from the process.

If you do not fully complete the screening questions as instructed, you may be screened out.

Applicants with disabilities: Should you require a technical aid or an alternative method

of assessment to ensure an equitable assessment of your qualifications, please indicate so in your application.

Candidates with foreign credentials must provide proof of Canadian equivalency within one month of being contacted for assessment. Therefore, you are strongly encouraged to begin this process at time of application to this inventory. Consult the Canadian Information Centre for International Credentials for further information at <http://www.cicic.ca/>

Candidates invited to an interview will be required to bring proof of their education credentials, in the form of a diploma or official transcript (original documents only).

Successful candidate(s) must meet and maintain the Conditions of Employment throughout their employment.

Candidates must meet all of the essential qualifications noted in the Statement of Merit Criteria to be appointed to a position. A candidate may be appointed to a position even though he/she does not meet any or all of the asset qualifications or operational requirements. However, meeting these criteria is desirable and may be a deciding factor in choosing the person to be appointed.

A written exam may be administered.

Interviews may be conducted.

Reference checks may be conducted.

Candidates must obtain the required pass mark for each qualification in order to be given further consideration in the selection process.

Depending on the requirements of the position(s) being staffed from this process, for current or future vacancies, any or all of the asset qualifications, operational requirements, and organizational needs may be applied at the time of staffing. Candidates may be contacted and assessed against these criteria at any time during this process.

An assignment, secondment, or acting appointment requires approval of your supervisor.

Candidates from outside the federal public service will be required to pay for their own travel and relocation expenses.

All job applications must therefore be submitted through the Public Service Resourcing System. Following are some of the benefits associated with applying on-line:
- Applicants can create a profile and a resume that can be used when applying for other processes without having to recreate a new application each time.

- Applicants can modify their application/resume at any time BEFORE the closing date indicated on the job advertisement.
- Applicants can verify the status of their applications, at any time.
- Applicants can be notified electronically of tests or interviews and results.
- For some jobs, applicants will find important information, namely the job questionnaire and a complete statement of merit criteria that are only available when applying on-line.

The Public Service of Canada is committed to building a skilled, diverse workforce reflective of Canadian society. As a result, it promotes employment equity and encourages candidates to indicate voluntarily on their application if they are [a woman, an Aboriginal person, a person with a disability or a member of a visible minority group](#).

The Public Service of Canada is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity or testing, you should advise the Public Service Commission or the departmental official in a timely fashion of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Preference

Preference will be given to veterans and to Canadian citizens, in that order.

[Information on the preference to veterans](#)

We thank all those who apply. Only those selected for further consideration will be contacted.

Case Manager

Important messages

When you apply to this selection process, you are not applying for a specific job, but to an inventory for future vacancies. As positions become available, applicants who meet the qualifications may be contacted for further assessment.

Your résumé must clearly demonstrate that you meet the requirements for education and experience, otherwise your application may be rejected at screening.

Successful candidate(s) must meet and maintain the Conditions of Employment throughout their employment.

Candidates will be asked to provide proof of their education credentials at a later date. For foreign credentials, proof of Canadian equivalency will be required within one month of being contacted for assessment. Therefore, you are strongly encouraged to begin this process at time of application to this inventory.

Candidates will be asked to provide proof of Canadian citizenship.

Persons are entitled to participate in the appointment process in the official language of their choice. Applicants are asked to indicate their preferred official language in their application.

An interview, written exam or situational exercise may be administered. Reference checks may be sought.

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Duties

- . Conducts in-depth interviews with clients; and engages, and builds relationships with, clients and their families.
- . Conducts client, financial, physical, health and environment assessments.
- . Identifies, assesses and determines clients' needs, risks and rehabilitation requirements.
- . Utilizes case management practices and tools to plan and coordinate appropriate programs and services.
- . Develops, approves, implements and manages complex case plans with clients and

their families to achieve mutually agreed upon goals through a collaborative, organized and dynamic process.

Intent of the process

Create an inventory which can be used for permanent, temporary, full-time, part-time, or casual appointments.

NOTE - casual employment means a short-term employment option to hire persons to the Public Service for a period not to exceed 90 working days in one department in any one calendar year

Positions to be filled: Number to be determined

Information you must provide

Your résumé.

You must meet all essential qualifications in order to be appointed to the position. Other qualifications may be a deciding factor in choosing the person to be appointed. Some essential and other qualifications will be assessed through your application. It is your responsibility to provide appropriate examples that illustrate how you meet each qualification. Failing to do so could result in your application being rejected.

In order to be considered, your application must clearly explain how you meet the following (essential qualifications)

EDUCATION:

Graduation from a recognized university with a degree in the study, understanding, or assessment of human behaviour (the degree program must have also included the completion of a practicum or field placement for graduation);

OR

An equivalent combination of education and experience*.

*An equivalent combination of education and experience is defined as:

Graduation with a degree from a recognized university;

AND

Significant** experience in case management.

**Significant defined as 3+ years.

Degree equivalency

Experience in the delivery of health and social services in an interdisciplinary environment.

Experience in case management. (minimum 6 months)

Experience in maintaining effective community networks and partnerships.

If you possess any of the following, your application must also clearly explain how you meet it (other qualifications)

Experience as a member of the Canadian Armed Forces.

Experience in dealing with a military culture.

Experience as a caseworker in a rehabilitation environment.

The following will be applied / assessed at a later date (essential for the job)

Various language requirements

English Essential, French Essential, and Bilingual Imperative CCC/CCC

Information on language requirements

General knowledge of Veterans Affairs Canada's mandate, programs and services.

Knowledge of external health, social and economic services available to Veterans and their families.

Knowledge of health, social and economic issues that impact Veterans and their families.

Ability to case manage clients.

Ability to manage a caseload.

Ability to work in an interdisciplinary team environment.

Ability to communicate effectively.

Ability to deal with situations of conflict and crisis.

Ability to analyse and problem solve.

Judgement

Effective Interpersonal Skills

Integrity

Client Service Orientation

Adaptability and flexibility

The following may be applied / assessed at a later date (may be needed for the job)

In support of achieving a diversified workforce, consideration may be given to candidates self-identifying as belonging to one of the following Employment Equity groups: Aboriginal peoples, Persons with a Disability; Visible Minorities, Women.

Reasonable measures of accommodation can be taken in order to meet employees' or candidates' needs, unless requirements necessitate undue hardship.

Case Managers are assigned to a primary work location but may be required to work at various locations and travel between these locations.

Must be willing to occasionally officially represent the Department at functions such as conferences, commemorative events, etc.

Conditions of employment

Reliability and Security : Reliability Status

Willingness to travel for work related duties;

In possession of a valid driver's license;

Consent to be deployed or assigned within the area of the office, as per the organizational needs.

For example

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Other information

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