

NOTICE OF JOB VACANCY (Posted: March 17, 2022 – March 24, 2022)

Job Competition #: 2022-RAP-15

Position: **Case Manager – Somali, Swahili, Dari or Pashto language required**
Resettlement Assistance Program – Welcome Centre – Vancouver location
Temporary, full-time positions at 35 hours per week as soon as possible through to September 9, 2022, or pending return of incumbent
Days off – Sunday and occasional Saturday

Summary:

Reporting to the Manager – RAP, provides resettlement assistance services for eligible Government-Assisted Refugees (GAR) clients under the Resettlement Assistance Program as prescribed by Immigration, Refugee and Citizenship Canada (IRCC). Receives eligible GAR cases and delivers RAP orientations and other prescribed services-outcomes during the first six (6) weeks in Canada with subsequent case liaison with IRCC RAP unit for up to one year on administrative related issues e.g., change of address, death, birth, etc. Facilitates the client's transition from RAP to settlement services following established protocols and procedures.

Responsibilities:

- Delivers RAP services to GARs during their first six (6) weeks in Canada, including but not limited to intake and orientations, and assisting in completing applications for mandatory and other relevant government and settlement-LINC programs and benefits.
- Facilitates the delivery of other RAP services with particular focus on orientation and addressing immediate special needs during the temporary housing phase and by acting as a cultural broker and facilitating the communication between clients and other staff and/or partners e.g., medical related services, settlement crisis support services, community connection, etc.
- Assesses clients' needs and facilitates the referral of clients to internal and/or external settlement programs including: Life Skills and consults with the RAP Case Manager concerning any special need cases and client crisis.
- Prepares and maintains database documentation on each client. Produces and submits reports as required.
- Builds and maintains positive working relationships with staff and contractors, IRCC and other government agency staff, resource persons, community agencies and educational institutions. Communicates with IRCC officers, other government agencies, staff, and partners to resolve clients' issues and ensure clients' timely access to programs, benefits, and personal documents. Acts as the liaison between client and IRCC officer for any issue that clients need to report to IRCC for up to one (1) year after client arrival in Canada and ensures clients access all RAP benefits, they are entitled to during their one year under RAP.
- Ensures that clients are oriented to their rights and responsibilities within Canadian culture and norms; basic public services; and community resources (i.e., legal, educational, medical care and social service systems).
- Keeps abreast of current developments in legislation, services and other relevant information affecting refugee settlement.
- Performs other related duties as assigned.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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Qualifications:

Diploma, certificate, or other post-secondary education in counselling or other social services related area supplemented by at least one (1) year recent related experience in a client-oriented position preferably targeting refugees **OR** an equivalent combination of education, training and experience acceptable to the employer. Fluency in Somali, Swahili, Dari or Pashto language required.

Skills and Abilities:

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to work efficiently under pressure and time constraints and to deal with high need clients and urgent situations.
- Demonstrated ability to deal effectively and courteously with clients, staff and the public who come from differing cultural and linguistic backgrounds.
- Knowledge of current legislation, services, information and issues affecting refugee newcomers supplemented by a broad knowledge of community resources.
- Proficiency in MS Office.
- Demonstrated ability to manage time and resources effectively.
- Demonstrated experience in facilitating groups.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

Applications must include "2022-RAP-15" in the subject line and can be sent to: jobs@issbc.org

Closing Date: By 4 pm, Thursday, March 24, 2022

Role Salary Range: \$23.32 - \$30.48 per hour

Expected Starting Range: \$23.32 - \$24.75. Dependent on education, training, experience, and internal equity.

Wage grids are reviewed annually.

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.