

NOTICE OF JOB VACANCY (Posted: September 23 – open until filled)

Job Competition #: **2022-Settlement-33A**

Position: **MAP Case Manager – Pashto and Afghan Dari language required**
Settlement Program – ISSofBC Welcome Centre Vancouver location
Regular full-time position at 35 hours per week starting as soon as possible

Summary:

Reporting to the Manager - MAP, will be responsible for facilitating service interventions in first language to support the transition of vulnerable immigrant and refugee populations in their adaptation to Canadian society.

Responsibilities:

- Conducts a needs assessment on each client admitted into the case management stream. Assists clients to set goals/priorities and develop a realistic action plan(s) which may include: one-to-on and/or family personalized support, settlement information, individual and group workshops, practical assistance in and supported access to services. Provides ongoing monitoring of action plan(s).
- Provides individual/group orientations and workshops oriented to assist in the settlement process and community connections such as: Canadian culture/basis norms of conduct; public services; community resources including legal, school, medical care and social service systems; how to access services and the responsibilities of immigrants and refugees as beneficiaries of these services and systems. Arranges for the provision of interpretation services as required.
- Refer clients to appropriate community resources based on assessed needs. Assist clients to access services, make appointments and complete forms.
- As required, provides enhanced support and short-term adjustment counselling on specific settlement-related issues that may hinder the settlement process e.g. family and cultural adjustment, navigating specific immigration processes.
- Enters client information and service interventions into centralized database as client service occurs. Provides narrative into reports as required.
- Organize and facilitate workshops and courses, arranging for external speakers as appropriate.
- Performs service bridging by serving as a resource to clients and staff of external agencies regarding cultural interpretation on issues, client needs and related projects and services.
- Participate in approved sectoral and community networks. In first language, may develop resource materials and write news articles on settlement topics.
- Performs other related duties as assigned.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

HEAD OFFICE: 2610 Victoria Dr. Vancouver, BC V5N 4L2

T: 604-684-2561 E: info@issbc.org www.issbc.org



Qualifications:

Diploma in Social Sciences, counselling, or a related discipline acceptable to the employer supplemented by a minimum of one (1) to (2) years of experience in a client-oriented position, preferable in an immigrant settlement service-related field **OR** an equivalent combination of education, training, and experience acceptable to the employer. Fluency in Pashto and Afghan Dari language required.

Skills and Abilities:

- Ability to communicate effectively in both written and oral English at all levels of the organization.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds
- Proficiency in MS Word.
- Demonstrated ability to manage time and resources effectively. Current knowledge of legislation, services and information affecting immigrants and refugees including issues facing newcomers.
- Demonstrated experience in developing and 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.
- Physical 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.

Watch our video [How It Is Working Here](#)

Watch our video [How Long I Have Been Working Here](#)

Watch our video [Why I Love Working Here](#)

Applications must include "2022-Settlement-33A" in the subject line and can be sent to: jobs@issbc.org

Closing Date: open until filled

Role Salary Range: \$24.75 - \$32.35 per hour

Expected Starting Range: \$24.75 - \$26.27. 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.