



## Case Manager, Resettlement Assistance Program

**Job ID #:** 2023-Settlement-03

**Position:** **Case Manager - Dari, or Pashto language required**  
Resettlement Assistance Program (RAP) - ISSofBC Welcome Centre – Vancouver and Surrey  
Regular full-time (hybrid) position at 35 hours per week starting on April 1, 2023

### At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

### Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

### 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.

### Reporting To: Manager, Resettlement Assistance Program

### How You'll Make a Difference

- 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

**IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA**

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

T: 604-684-2561

E: [info@issbc.org](mailto:info@issbc.org)

[www.issbc.org](http://www.issbc.org)



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.

### **What You Bring:**

Diploma, certificate, or other post-secondary education in counselling or other social services related area supplemented by at least one (1) year of 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 Dari or Pashto language is required.

### **What Makes You a Change Maker**

- 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 Value Proposition**

- Role Salary Range: \$24.75 - \$32.35 per hour. \*Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- Starting Salary Range: \$24.75 - \$26.27 per hour. \*Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Hybrid work opportunity
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

**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.**

**If you are passionate about making a difference, apply now!**

Applications must include "2023-Settlement-03" in the subject line and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org). \*\*All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

*For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.* Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.

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