



HOUSING SEARCH CASE MANAGER, RESETTLEMENT ASSISTANCE PROGRAM

Job ID #: 2023-Settlement-32

Position: **Housing Search Case Manager – Arabic language is required**
Resettlement Assistance Program (RAP) - ISSofBC Welcome Centre – Vancouver and Surrey
Regular full-time position at 35 hours per week starting from October 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:

Under the supervision of the Manager - RAP, the Housing Search Case Manager will provide in-office assistance to GARs (Government Assisted Refugees) staying at Welcome Centre/Hotels in their search for long-term rental housing within Metro Vancouver.

How You'll Make a Difference

- Coordinates and monitors the housing search of all GAR units (family) during their initial stay at Welcome Centre. Keeps Welcome House Coordinator and RAP Case Worker informed of "housing search status" of GAR units. Informs RAP Case Management Supervisor and Manager of any issues with the housing search which might result in longer stay at Welcome House.
- Provides general information on Greater Vancouver rental market to GAR clients during Welcome House information session and individualized assistance, based on clients' preferences, budget, and special needs.
- Provides a minimum of one housing options to GAR clients who need support in finding housing. Makes initial contact with landlord/building manager to get appropriate information (rental cost, superficials, etc.) and arranges for a visit.
- Accompanies GAR clients on housing visits as needed or arrange for a volunteer to accompany the client.
- Maintains a current listing of building managers renting to GAR clients and a listing of sources for finding housing options (list of websites, contacts, etc.).
- Liaises with landlords and building managers to facilitate renting opportunities for future clients.
- Orders furniture and household goods packages delivery to clients' new permanent address and follow up on delivery related issues.
- Orders utilities, such as phone/cable/internet packages, gas and hydro, based on clients' needs and preferences.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- Provides administrative support related to rental information such as, but not limited to, monthly listing of clients' permanent addresses, completion of IRCC rental information forms and applications to BC Housing.
- Performs other related duties as assigned.

What You Bring:

Diploma in social services or other related field, OR an equivalent combination of education, training, and experience acceptable to the employer. Minimum of one (1) year recent, related experience in settlement services. Second language in **Arabic is required**.

What Makes You a Change Maker

- Demonstrated effective communication in both written and oral English.
- Proven ability to work with people from diverse backgrounds.
- Demonstrated ability to operate related office equipment.
- Demonstrated proficiency in Windows applications, software and databases.
- Possession of and ability to maintain a clear BC Criminal Record Check.

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.
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- 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%
- 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-32" in the subject line and can be sent to: 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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