



**CASE MANAGER, MOVING AHEAD PROGRAM (MAP), BC SAF HAVN SETTLEMENT PROGRAM**  
(Posted: Thursday March 28, 2024 – April 11, 2024)

**Job ID #:** 24034-BC SAF HAVN

**Position:** BC SAF HAVN MAP Case Manager – Arabic, Farsi, Dari, or Spanish as asset  
LGBTQI+ or PWD lived experience is an asset  
Settlement Program – Burnaby and Vancouver  
Regular full-time position at 28 hours per week starting April, 2024

**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, MAP the Case Manager – BC NSP/SAF-HAVN is responsible for facilitating service interventions in first language to support vulnerable refugee claimants in their pre-settlement process.

**How You'll Make a Difference**

- 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-one and/or family personalized support, settlement and claim-related process information, individual and group workshops, practical assistance in and supported access to services. Provides ongoing monitoring of action plan(s).
- Provides individual orientations oriented to assist in the claim and pre-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 as beneficiaries of these services and systems. Arranges for the provision of interpretation services as required.
- Accompany clients in the community to access services
- 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.
- Performs other related duties as assigned.

### **What You Bring:**

Diploma in Social Sciences, counselling or a related discipline and a minimum of 2 years of experience in a client-oriented position, preferable in a field related to immigrant settlement services OR an equivalent combination of education, training, and experience. **Fluency in Arabic, Farsi, Dari, or Spanish considered an asset. LGBTQI+ or PWD lived experience is an asset**

### **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 deal effectively and courteously with clientele, staff, and the public from differing cultural and linguistic backgrounds.
- Demonstrated ability to manage time and resources effectively.
- Current knowledge of legislation, services and information affecting immigrant and refugees including issues facing newcomers.
- Demonstrated experience in developing and facilitating groups.
- Proficiency in Microsoft Office Suite.
- Ability to set and maintain boundaries with clients and manage self-care.
- Possession of and the ability to maintain a clear Criminal Record Check.

### **ISSofBC Value Proposition**

- Role Salary Range: \$26.47 - \$29.13 per hour.
- Accrued vacation and other paid leave benefits based on eligibility
- 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%.
- Employee and Family Assistance Program (EFAP)
- 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.**

Applications must include "**24034-BC SAF HAVN**" 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.

Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <**24034-BC SAF HAVN**>" in the subject line and send it 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.

We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: by 4pm, April 11, 2024**

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