



**CASE MANAGEMENT SUPERVISOR, RESETTLEMENT ASSISTANCE PROGRAM**  
(Posted: April 26, 2024 – posted until filled)

**Job ID #:** 24042-Settlement  
**Position:** Case Management Supervisor – Second language(s) will be an asset  
Resettlement Assistance Program (RAP) – Surrey, Welcome Center, Richmond Hotel  
Regular full-time position at 35 hours per week starting May 1st

**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:**

Assists day-to-day operations by supporting and providing functional guidance to RAP Case Managers to ensure program goals and objectives are met according to national guidelines and contractual obligations. Coordinates RAP related activities and outcomes with a specific focus on the first six weeks in Canada. Contributes to program reporting. Coordinates and reviews RAP Family Unit files in NewTrack to ensure files are completed and closed. Supports RAP case managers to address issues, including special need clients and clients in crisis.

**Reporting To: Manager, Resettlement Assistance Program**

**How You'll Make a Difference**

- Provides day-to-day operational and functional guidance including training, mentoring, and coaching of RAP Case Managers. Coordinate RAP Case Managers work assignments/tasks ensuring a consistent supports, approach, and activities for all RAP clients within their first six weeks in Canada and thereafter, for administrative related IRCC tasks, for up to one year. Provides input into for performance evaluations for these staff.
- Schedules RAP Case Managers to ensure sufficient support and coverage at temporary housing sites.
- Reviews and audits progress of all RAP Family Unit files in NewTrack to ensure files are completed and closed as per established procedures within first year in Canada as per current national RAP guidelines.
- Consults with the Manager – RAP regarding unresolved complex cases and issues. Supports and guides RAP Case Managers with responding to crisis management and subsequent follow-up for high needs clients including coordinating interventions and referrals with internal and external agencies as per special needs and/or clients in crisis.
- Recruits, trains, and monitors contracted life skills workers ensuring that life skills are being delivered and reported on as per client needs assessment, current curriculum, and reporting requirements.
- Ensure case managers follow safety protocols at all times and notifies Manager immediately of any incidents including non-compliance and those occurring particularly within client temporary housing phase but also within first year in Canada as per IRCC reporting guidelines.
- Ensure transition of clients from RAP to settlement and case management programs in local communities. Monitors RAP Client referrals based on clients' needs and asset with RAP Case Managers to ensure clients were referred to programs and

resources in an adequate and timely fashion. Identifies gaps in the referral system and recommends revisions which may include connecting with external/and internal programs and resources.

- Supports the ongoing learning of Case Managers relating to trauma informed and strength-based service provision, working with complex cases, clients in crisis, and establishing and maintaining healthy boundaries.
- Assists with RAP Case Manager training, support and troubleshooting with New Track database system. Contact New Track subject matter expert and/or Database Coordinator on unresolved issues with New Track.
- As required, may assist in the collection and compilation of reports.
- Performs other related duties as required.

**What You Bring:**

Baccalaureate in **Social Services, Psychology** or related field supplemented by a minimum of **three (3) years'** recent related experience with multi-barriered, at-risk clients OR an equivalent combination of education, training, and experience acceptable to the employer. Additional training conflict resolution, case management and/or coaching is preferred. **Fluency in second language an asset.**

**What Makes You a Change Maker**

- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated ability to deal effectively and courteously with clientele, staff, and the public from differing cultural and linguistic backgrounds.
- Proven organizational and administrative skills.
- Ability to set and maintain boundaries with clients and manage self-care.
- Demonstrated leadership and teamwork.
- Proficiency in all aspects of Microsoft Office 365 Suite.
- Possession of and the ability to maintain a clear criminal record check.
- Ability to carry out the duties of the position.

**ISSofBC Value Proposition**

- Starting Salary Range: \$29.12 - \$32.04 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 upon joining.
- 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 "**24042-Settlement**" 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.

**Internal Applicants** - please indicate "*INTERNAL <24042-Settlement>*" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. **Closing Date: open until filled.**