



Job ID #: 25009-Settlement
Position: Case Management Practice Specialist
Program: RAP/MAP
Location: Vancouver, Surrey, Tri-Cities, New Westminster
Regular full-time (hybrid) position at 35 hours per week starting **April 01, 2025**.
Posting Date: February 24, 2025
Closing Date: March 10, 2025

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:

Guide the case management staff to help clients stabilize and, when needed, connect them with mental health services.

How You'll Make a Difference:

- Collaborate with Managers to implement effective case management strategies, action plans, and procedures aligned with the Case Management objectives.
- Provide guidance, advice, and support to the case management staff.
- Ensure a consistent case management approach based on established RAP and MAP processes and procedures.
- Ensure staff comprehension and adherence to case management policies and procedures, maintaining high standards in service delivery.
- Review and identify the appropriate levels of support and intervention for clients, including internal and external referrals. Review all case management stream client files to ensure they are received, completed, closed, and reported in NewTrack according to established RAP and MAP procedures.
- Review documentation to ensure compliance with quality standards and program requirements.
- Ensure that clients facing complex issues and circumstances receive services and access programs that meet their needs.
- Provide assistance, crisis management, and subsequent follow-up for high-needs clients, including coordinating interventions with internal and external agencies.
- Ensure case management staff follow safety protocols and notify the Manager immediately of non-compliance incidents.
- Support the ongoing learning of Case Managers personnel relating to trauma-informed and strength-based service provision, supporting clients facing multiple barriers, those at risk, and clients in crisis, and maintaining healthy boundaries.
- Participate in agency case management, team leads, department meetings, and community networking/partnership meetings. As required, may assist in collecting and compiling reports, funding proposals, and the annual budget.
- Perform other related duties as required.
- May be required to work evenings, weekends and holidays at an ISSofBC office or designated temporary accommodation locations (e.g. hotels) depending on program needs.
- Perform other related duties as required.

What You Bring:

Master's degree in social services, Psychology, and a related field and a minimum of three (3) years' recent related experience with multi-barrier, at-risk clients OR an equivalent combination of education, training, and experience.

What Makes You a Change Maker:

- Training in conflict resolution, case management and/or coaching is preferred.
- Training in gender-based analysis (GBA), LGBTQI, Indigenous history, culture, and reconciliation.
- Training in para-counselling and the ability to speak a second language is not mandatory but an asset.
- Demonstrated competency for and understanding of a community development approach and community-based service delivery.
- Well-developed planning, organizational and administrative skills.
- Commitment to a problem-solving approach.
- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated cultural competency and commitment to working effectively with diverse populations.
- Proven organizational and administrative skills.
- Ability to set and maintain boundaries with clients and manage self-care.
- Demonstrated leadership and teamwork.
- Possession of and the ability to maintain a clear provincial Criminal Record Check.

ISSofBC Value Proposition

- Salary Range: **\$34.94 - \$48.96** *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.

We acknowledge Indigenous Peoples on whose territories we are privileged to work, welcome and support newcomers, including immigrants, refugees and students. We honour the Nations who have always cared for these lands, waters, and air. In line with ISSofBC's commitment to equity, we promote inclusive employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientations, gender identities or expressions (2SLGBTQI+), and racialized individuals. Guided by our values of Purpose, Improvement, Belonging, and being Genuine, we strive to create a collaborative environment where diverse perspectives and unique strengths are celebrated.

Applications must include "**25009-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.

For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" 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: **March 10, 2025**.

If You are Passionate about Making a Difference, Apply Now!