



**Job ID #:** 25063 - RAP  
**Position:** Case Manager - Kinyarwanda and other African central languages are required  
**Program:** Resettlement Assistance Program (RAP) Program  
**Position Details:** Temporary full time at 35 hours per week - (starting as soon as possible until March 31, 2026)  
**Location:** Surrey and Vancouver Welcome Centre  
**Posting Date:** August 14, 2025  
**Closing Date:** August 28, 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:**

Deliver resettlement assistance services for eligible Government-Assisted Refugees (GAR) clients under the Resettlement Assistance Program as prescribed by Immigration, Refugee and Citizenship Canada (IRCC).

#### **How You Will Make a Difference:**

- Deliver RAP services to GARs during their first three (3) weeks in Canada, including but not limited to intake and orientation, conducting standardized needs assessment, assisting in completing applications for mandatory and other relevant government and settlement programs and benefits. Prepare referral report to be provided to clients upon leaving temporary accommodation.
- Facilitate the delivery of other RAP services with particular focus on orientation to life in Canada, linkages to other programs and supports, as well as addressing immediate special needs during the temporary housing phase. Register clients for all non-RAP orientations provided during temporary accommodations. Facilitate communication between clients and partners e.g., medical related services.
- Assess clients' needs through standardized needs and asset assessment and ongoing communications. Facilitate the referral of clients to internal and external settlement and community programs including Adjusting to Life in Canada (ATLIC), settlement case management; consult with the RAP Manager - Case Management or Case Management Practice Specialist concerning any special need cases and client crises.
- Ensure data entry in New Track is done in a timely manner according to established departmental and funder standards and contributes to narrative reports as required.
- Build and maintain positive working relationships with staff and contractors, IRCC and other government agency staff, resource persons, community agencies and educational institutions. Communicate with IRCC officers, other government agencies, staff, and partners to resolve clients' issues and ensure clients' timely access to programs, benefits and personal documents.
- Act 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 that they are entitled to during their one year of RAP Income Support.
- Ensure 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).
- This role may require employees to work evenings, weekends and holidays.
- Position is anticipated to deliver services in-person at an ISSofBC office or designated temporary accommodation locations (e.g. hotels).
- Perform other related duties as required.

Head office: 2610 Victoria Drive Vancouver, BC V5N 4L2

T: 604-684-2561

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

ISSofBC's offices are situated on the unceded and ancestral territories of the xʷməθkʷəy̓əm (Musqueam), Skwxw̓7mesh (Squamish), Selilwətaʔ/Selilwitulh (Tsleil-Waututh), Qw'ó:nt'l'an (Kwantlen), q̓ icəy̓ (Katzie), kwikwəʔəm (Kwikwetlem), Qiq̓'Ëyt (Qayqayt), ʔenascəwaʔ təməxʷ (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations.

**What You Bring:**

Diploma, certificate or other post-secondary education in counselling or other social services field and a minimum of one (1) year recent related experience in a client-oriented position preferably targeting refugees OR an equivalent combination of education, training and experience. **Kinyarwanda and other African central languages are 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 cultural competency and commitment to working effectively with diverse populations.
- Knowledge of current legislation, services, information and issues affecting refugee newcomers supplemented by a broad knowledge of community resources.
- 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.

**ISSofBC Value Proposition**

- Expected Hiring Salary: **\$26.47– \$29.13** per hour. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually. We are a proud and certified Living Wage BC Employer. Our current total compensation package continues to meet the requirements of living wages in BC to support our employees.
- Extended health and dental benefits within a month of joining.
- Accrued vacation and other paid leave benefits based on eligibility.
- Annual Health and Lifestyle Spending Account of \$500 to support your well-being and personal wellness (prorated).
- 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 Job ID <25063- RAP>** 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 <25063- RAP>** 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: Aug 28, 2025

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

