



Job ID #: 25077-MAP
Position: Case Manager – Proficiency in Arabic is required. Additional languages, such as Tigrinya, are considered an asset.
Program: Moving Ahead Program (MAP)
Location: Vancouver and New Westminster
Temporary full-time position until November 1, 2026, or until return of incumbent
Posting Date: October 2, 2025
Closing Date: October 16, 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:

Help refugee and immigrant individuals facing various challenges in Canada. The Case Manager will provide support, organize workshops, link clients with external agency staff, and work to empower vulnerable refugee clients to become more independent and self-sufficient.

How You'll Make a Difference:

- Based on needs identified during initial assessments, assist clients in setting goals and priorities and develop a realistic action plan, including personalized one-on-one and/or family support, settlement information, individual and group workshops, practical assistance, and supported access to services. Provide ongoing monitoring of the action plan, including quarterly review of needs.
- Provide individual/group orientations and workshops to assist in settlement and community connections. These include understanding Canadian culture and norms of conduct, and the responsibilities of immigrants and refugees as beneficiaries of these services and systems public services, community resources such as legal, school, medical care, and social service systems, and how to access services and community resources such as legal, school, medical care, and social service systems, and the responsibilities of immigrants and refugees as beneficiaries of these services and systems. Arrange for the provision of interpretation services as required, playing a crucial part in the settlement journey of each client. Based on their assessed needs, refer and/or accompany clients to appropriate community resources. Assist clients in accessing services, making appointments, and completing forms.
- As required, provide enhanced support and short-term adjustment counselling on specific settlement-related issues that may hinder the settlement process, e.g., family and cultural adjustment and navigating specific immigration processes.
- Enter client information and service interventions into a centralized database immediately after client service has been provided. Provides narrative into reports as required.
- Organize and facilitate workshops, arranging for external speakers as appropriate.
- Perform service bridging by serving as a resource to clients and staff of external agencies regarding cultural interpretation of issues, client needs and related projects and services.
- Participate in approved sectoral and community networks. In the first language, may develop resource materials.
- Position is anticipated to be office based, with provision of accompaniments as required.
- Perform other duties as required.

What You Bring:

Diploma in Social Sciences, counselling, or a related discipline and a minimum of two (2) years of experience in a client-oriented position, preferable in an immigrant settlement services-related field OR an equivalent combination of education, training, and experience. Training in conflict resolution, case management and/or coaching is preferred. Training in gender-based analysis (GBA), LGBTQI, Indigenous history, culture, and reconciliation. Proficiency in Arabic is required. Additional languages, such as Tigrinya, are considered an asset.

What Makes You a Change Maker:

- Ability to communicate effectively in written and oral English at all levels of the organization.
- Experience and a strong understanding of case planning and case management principles and techniques (specific to staff involved in case management)
- Strong working knowledge of settlement integration issues facing vulnerable immigrant and refugee youth and young adults.
- Demonstrated cultural competency and commitment to working effectively with diverse populations.
- Solid understanding of mental health issues affecting vulnerable immigrant and refugee youth, young adults, adults and their families.
- Knowledgeable about local community resources, particularly professional and specialized services for at-risk or marginalized populations, and how to use those resources for the benefit of the clients.
- Demonstrated ability to manage time and resources effectively.
- Current knowledge of legislation, services and information affecting immigrants and refugees, including issues facing newcomers.
- Demonstrated experience in developing and facilitating groups.
- Organizational and decision-making skills.
- Ability to set and maintain boundaries with clients and manage self-care.
- Ability to work in a team with internal and external stakeholders.
- Possession of and the ability to maintain a clear provincial Criminal Record Check.

ISSofBC Value Proposition

- Expected Hiring Range: \$26.47 - \$29.13 *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.
- Paid vacation and personal leave granted based on eligibility
- 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 Job ID 25077-MAP- Case Manager, 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 <25077-MAP- Case Manager >**” 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.

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