NOTICE OF JOB VACANCY (Posted: December 8, 2021 – December 22, 2021 or until position is filled)

Job Competition #: 2021-RAP-12

Position: Case Manager/Housing Search Worker – Somali, Swahili or Other Languages are an Asset
Resettlement Assistance Program – Welcome Centre/Hotels
Temporary full-time position at 35 hours per week starting as soon as possible through to March 31, 2022, with possibility of extension and pending return of incumbent

Summary:
Provides resettlement assistance services for eligible Government-Assisted Refugees (GAR) clients under the Resettlement Assistance Program as prescribed by Immigration, Refugee and Citizenship Canada (IRCC). Receives eligible GAR cases and delivers RAP orientations and other prescribed services-outcomes during the first six (6) weeks in Canada with subsequent case liaison with IRCC RAP unit for up to one year on administrative related issues e.g., change of address, death, birth, etc. Facilitates the client’s transition from RAP to settlement services following established protocols and procedures. Provides assistance to GARs stay at or destined to Welcome Centre in their search for long-term rental housing within Metro Vancouver.

Reporting to: Manager – RAP
Case Manager – functional guidance on day-to-day issues

Responsibilities:
Case Manager
• Delivers RAP services to GARs during their first six (6) weeks in Canada, including but not limited to intake and orientations, and assisting in completing applications for mandatory and other relevant government and settlement-LINC programs and benefits.
• Facilitates the delivery of other RAP services with particular focus on orientation and addressing immediate special needs during the temporary housing phase and by acting as a cultural broker and facilitating the communication between clients and other staff and/or partners e.g., medical related services, settlement crisis support services, community connection, etc.
• Assesses clients’ needs and facilitates the referral of clients to internal and/or external settlement programs including: Life Skills, and consults with the RAP Case Manager concerning any special need cases and client crises.
• Builds and maintains positive working relationships with staff and contractors, IRCC and other government agency staff, resource persons, community agencies, and educational institutions. Communicates with IRCC officers, other government agencies, staff, and partners to resolve clients’ issues and ensure clients' timely access to programs, benefits, and personal documents. Acts 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, they are entitled to during their one year under RAP.
• Prepares and maintains database documentation on each client. Produces and submits reports as required.

Housing Search Worker
• Coordinates and monitors the housing search of all GAR units (family) during their initial stay at Welcome House. Keeps Welcome House Coordinator informed of “housing search status” of GAR units. Informs Case Manager and Manager of any issues with the housing search which might result in a longer stay at Welcome House.
• Provides general information on Greater Vancouver rental market to GAR clients during the Welcome House information session and individualized assistance, based on clients’ preferences, budget, and special needs.
• Provides a minimum of one housing option to GAR clients who need support in finding housing. Makes initial contact with landlord/building manager to get appropriate information (rental cost, superficies, etc.) and arranges for a visit. Accompanies GAR clients on housing visits as needed or arranges for a volunteer to accompany the client.
• Maintains a current listing of building managers renting to GAR clients and a listing of sources for finding housing options (list of websites, contacts, etc.).
• Liaises with landlords and building managers to facilitate renting opportunities for future clients.
• Orders furniture and household goods packages delivery to clients’ new permanent address and follow up on delivery related issues. Orders utilities, such as phone/cable/internet packages, gas, and hydro, based on clients’ needs and preferences.
• Provides administrative support related to rental information such as, but not limited to, monthly listing of clients’ permanent addresses, completion of CIC rental information forms and applications to BC Housing.

Combined
• Ensures that 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.
• Keeps abreast of current developments in legislation, services and other relevant information affecting refugee settlement.
• Performs other related duties as assigned.

Qualifications:
Diploma, certificate, or other post-secondary education in counselling or other social services related area supplemented by at least one (1) year recent related experience in a client-oriented position preferably targeting refugees OR an equivalent combination of education, training, and experience acceptable to the employer. Fluency in Somali, Swahili or other languages are considered an asset.

Skills and Abilities:
• 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 ability to deal effectively and courteously with clients, staff and the public who come from differing cultural and linguistic backgrounds.
• Knowledge of current legislation, services, information, and issues affecting refugee newcomers supplemented by a broad knowledge of community resources.
• Proficiency in MS Office.
• 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.
• Ability to carry out the duties of the position.

Email applications must include “2021-RAP-12” and can be sent to: jobs@issbc.org

Closing Date: By 4 pm, Wednesday, December 22, 2021 or until position is filled

Salary range: $23.32 - $30.48 per hour (based on training and qualifications)

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.