MAP CASE MANAGER – AFGHAN DARI, Farsi/Dari or Pashto-Speaking
SETTLEMENT SERVICES – TRI-CITIES

At ISSofBC we believe in:

❖ **Passion** Helping immigrants start and build a future in Canada
❖ **Diversity** Acceptance of individuals’ unique needs and aspirations
❖ **Teamwork** When you succeed, we succeed

About the Position

Reporting to the Manager - MAP, will be responsible for facilitating service interventions in first language to support the transition of vulnerable immigrant and refugee populations in their adaptation to Canadian society.

How You’ll Make a Difference

- Conducts a needs assessment on each client admitted into the case management stream. Assists clients to set goals/priorities and develop a realistic action plan(s) which may include: one-to-one and/or family personalized support, settlement information, individual and group workshops, practical assistance in and supported access to services. Provides ongoing monitoring of action plan(s).
- Provides individual/group orientations and workshops oriented to assist in the settlement process and community connections such as: Canadian culture/basis norms of conduct; public services; community resources including legal, school, medical care and social service systems; how to access services and the responsibilities of immigrants and refugees as beneficiaries of these services and systems. Arranges for the provision of interpretation services as required.
- Refer clients to appropriate community resources based on assessed needs. Assist clients to access services, make appointments and complete forms.
- As required, provides enhanced support and short-term adjustment counselling on specific settlement-related issues that may hinder the settlement process e.g. family and cultural adjustment, navigating specific immigration processes.
- Enters client information and service interventions into centralized database as client service occurs. Provides narrative into reports as required.
- Organize and facilitate workshops and courses, arranging for external speakers as appropriate.
- Performs service bridging by serving as a resource to clients and staff of external agencies regarding cultural interpretation on issues, client needs and related projects and services.
- Participate in approved sectoral and community networks. In first language, may develop resource materials and write news articles on settlement topics.
- Performs other related duties as assigned.

What You Bring

Diploma in Social Sciences, counselling, or a related discipline acceptable to the employer supplemented by a minimum of one (1) to (2) years of experience in a client-oriented position, preferable in an immigrant settlement service-related field **OR** an equivalent combination of education, training, and experience acceptable to the employer. Fluency in Afghan Dari, Farsi, Dari or Pashto language 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 deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.
- Proficiency in MS Word.
- 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.
- 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.
- Physical ability to carry out the duties of the position.

ISSofBC Value Proposition

- Competitive salary ($23.32 - $30.48 per hour) reflective on what you bring
- Extended health and dental benefits
- 105 hours of vacation and 35 hours personal leave
- 100% employer matched RRSP contributions
- Hybrid work opportunity
- Collaborative peers with a wide range of backgrounds and talents
- Inclusive culture
- Innovative workplace with opportunity for new approaches

If you are passionate about making a difference, apply now!

Start Date: ASAP
Location: Tri-Cities
Position: Regular full-time at 35 hours per week
Closing Date: By 4 pm, Tuesday, December 14, 2021
Email applications must include “2021-Settlement-45” in the subject line and can be sent to: jobs@issbc.org

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