



CASE MANAGER, MOVING AHEAD PROGRAM (MAP)
(Posted: January 08, 2024 – January 22, 2024)

Job ID #: 24001-MAP

Position: **MAP Case Manager – Pashto and Afghan Dari language required**
Settlement Program – New Westminster and Burnaby
Full-time position at 35 hours per week starting as soon as possible until incumbent returns from maternity leave on or before February 24th, 2025.

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

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:

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.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- 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. **Pashto and Afghan Dari** language is 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

- Role Salary Range: \$26.47 - \$29.13 per hour.
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits
- 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

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

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

Applications must include **"24001-MAP"** 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.

Internal Applicants – existing employees and volunteers, please indicate **"INTERNAL <24001-MAP>"** in the subject line and send it 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.

We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: by 4pm, January 22, 2024**