

Job Title: RAP Worker [Maternity Leave , Full Time]

Program: Refugee Assistance Program

Position Class: Scale 5

Reports to: RAP Team Lead

Hours: 37.5 hrs / week, varied schedule

Type: Term contract, Dec 1, 2026 – Dec 24, 2027, Full Time

Wage Rate: \$28.50-\$29.75/hr + fully funded benefits after 3-month probation

About CVIMS:

Central Vancouver Island Multicultural Society (CVIMS) is a non-profit settlement organization located in Nanaimo, B.C., Canada. Established in 1979, CVIMS provides support to newcomers and refugees. Services include settlement, employment, family, language and community programs. We are client-driven and committed to being accessible and responsive to, as well as reflective of, our diverse community.

Job Summary:

Provides direct settlement support to Government-Assisted Refugees (GARs) under the Resettlement Assistance Program (RAP). Supports clients in addressing immediate settlement needs, accessing community services, applying for federal and provincial programs, and building the knowledge and connections for longer-term settlement. Works closely with the RAP Team Lead and RAP team to provide coordinated, client-centred support from arrival through transition to broader settlement and case management services.

Key Responsibilities:

Client Arrival & Intake

- Meet Government-Assisted Refugee (GARs) clients upon arrival and support their transition from arrival to temporary accommodation, as well as their initial resettlement needs.
- After arrival, conduct needs assessments and facilitate referrals that respond to the immediate needs of GAR clients.
- Provide appropriate and timely supports to clients while they stay in temporary accommodation; effectively deliver RAP services with minimal burden on clients.
- Provide basic practical information, resources and programming that address resettlement newcomers' immediate needs, preparing them for longer term integration challenges.
- Inform clients of available services and supports including content tailored to the needs of specific client groups (e.g. youth, seniors).
- Contribute to overall RAP program triaging, planning and implementation. Use critical thinking skills to support resource allocation during arrivals and program delivery.

Orientations & Referrals

- Facilitate life skills sessions to connect clients, where appropriate, with community services and supports (e.g. housing, recreation, transportation, health and wellness options, volunteer services).

- Accompany clients to appointments as necessary including bank account set up and urgent medical care.
- Arrange for interpretation and translation service supports to facilitate communication and understanding throughout orientations and document access.
- Conduct financial orientations that increase client financial literacy and budgeting. Inform clients about key entitlements, income support obligations and their financial responsibilities to ensure that they understand the basics of Canadian banking and financial systems.
- Assist clients in applying to and accessing federal and provincial programs as needed.
- Assist in connecting clients directly with health care system.
- Support clients in transitioning from temporary housing to permanent accommodation, including provisions to assist harder to house clients.
- Support the RAP team and Housing Coordinator with potential viewing of rental suites, purchase and delivery of furniture, household items, coordinate moving activities and other related housing duties as directed by the Team Lead.
- Engage in partnerships to ensure client-focused service delivery and community support services.
- Support a seamless and rapid transition from RAP to broader settlement and case management services, minimizing disruption to the clients' longer-term settlement, independence and community participation.

Documentation & Administration

- Maintain detailed client records, ensuring confidentiality and compliance with organizational policies and privacy legislation.
- Track client interactions, referrals, and program outcomes using agency databases and reporting systems.
- Support agency reporting by sharing success stories, program challenges, and accurate client data.
- Submit purchase requests, receipts and financial claims to the designated approvers.
- Ensure strict adherence to confidentiality, code of ethics and all other professional codes of conduct.
- Work collaboratively as part of the CVIMS team to ensure agency and client success.
- Follow CVIMS protocols for reporting and communication.
- Participate in all staff meetings, training sessions and professional development opportunities.
- And such further duties and responsibilities as may be communicated by CVIMS from time to time.

Required Education, Certifications, and Experience:

- Undergraduate diploma or degree in related discipline reflecting Refugee Studies, Intercultural Studies, Social Work required. A combination of education and experience may be considered.
- Minimum 2 years' experience working within the social services and / or a multicultural environment, preferably targeting refugees.
- Demonstrated knowledge of community resources related to housing, health and employment within the city of Nanaimo.
- Demonstrates cultural humility and active listening to provide personalized, culturally appropriate support; ensure inclusive and respectful client interactions.

- Conflict resolution and trauma-informed practice training required.
- Ability to work independently and as part of a team with a high degree of professionalism and integrity.
- Available to work varied hours and accommodate evening and weekend scheduling based on client arrivals with last minute changes.
- Training or demonstrated proficiency using client databases, Microsoft Office 365, Zoom, Teams, and other digital tools required.
- Class 5 driver's license and own transportation required.
- Vulnerable sector criminal record check on file with CVIMS required.
- First Aid Level 1 required.

Preferred Skills, Abilities, and Assets:

- Strong organizational skills and the ability to manage multiple tasks and priorities simultaneously.
- Excellent communication and interpersonal skills with the ability to build strong relationships with clients, staff and external partners. Excellent spoken and written English required.
- Skilled in delivering engaging presentations, simplifying complex information and fostering client interaction.
- Responds productively to challenging situations and able to simplify complex information for clients.
- GBA+ certification is valued.
- Proven ability to work effectively with diverse populations, including historically marginalized groups.
- Fluency in a second language would be an asset.
- Priority will be given to applicants who are eligible to work in Canada for minimum three years.
- Accountable individual who adheres to agency policies and procedures.
- Attitudes and values in keeping with the CVIMS vision and goals.

Additional Information:

- Travel within Nanaimo Regional District and surrounding region will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, program delivery or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, will be required. Work schedules may be adjusted to accommodate evening, weekend and client arrival requirements. This position is eligible for overtime in accordance with the BC Employment Standards Act. All overtime must be approved in advance.
- Fully funded health/dental benefits and group RRSP available after 3-month probation.
- This is a full-time, term contract position, funded at 37.5 hrs/week, starting Dec 1, 2026 and ending Dec 24, 2027 with a varied schedule.