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VIRCS

Victoria Immigrant & Refugee Centre Society (VIRCS)

1004 North Park Street, Victoria, B.C. V8T 1C6
Telephone: (250) 361-9433, Fax: (250) 361-1914

Job title:	Enhanced Case Manager
Reports to:	Director of Settlement, Newcomer Wraparound Support Program
Start date:	As soon as possible.
Contract duration	December 2, 2024 to March 31, 2024
Status:	Full time, 37.5 hours/week

The Victoria Immigrant and Refugee Centre Society has been dedicated to immigrants and refugees in Greater Victoria for over 30 years, helping clients from all over the world. It serves more than 3,000 newcomers annually, with its programs in the areas of employment, settlement, integration of youth, adults, families and seniors, as well as many other projects and activities.

PRIMARY ACCOUNTABILITY:

The Enhanced Case Manager (ECM) position is funded by Immigration, Refugee and Citizenship Canada and the ECM will provide high focused settlement and integration services. The ECM will work especially newcomer women tend to have trauma, domestic violence, mental health issues which takes additional time, additional outreach, home visits and additional communications between wraparound service providers. The ECM with specialized skills will support those high risk clients and provide a more holistic and sustainable manner. To this end, the ECM is responsible for the coordination and development of client teams, the facilitation of client team meetings and the implementation of individualized client plans of care. Working from a client-centred and strengths-based approach, the ECM will develop and implement individual support systems, including family and friends, community systems and partner service delivery agencies.

RESPONSIBILITIES:

- Facilitate intake and engagement process and complete thorough strengths-based needs assessments
- Provide supportive settlement counseling, information, orientation, referrals, interpretation, translation, escorts and client mediation in the service areas identified by VIRCS appointments and drop-in emergency cases
- Assist the highly vulnerable newcomer developing strategies and action plans to meet needs
- Facilitate outbound referrals and work collaboratively with partner delivery agencies and community support systems to meet client needs
- Actively promote VIP Program to all staff, volunteers, Service Delivery Partners, community networks and agencies
- Network and maintain regular contact and open communication with partner service delivery agencies to monitor, discuss and evaluate client cases
- Educate and disseminate information to clients through group sessions and workshops on Life and Essential Skills, Literacy and Numeracy, Employability Skills, and Social and Emotional Support
- Convene Wraparound meetings to review action plans, track and document progress, evaluate outcomes, and update plans according to individual requests and/or changes required in the supports and services provided
- Complete all reporting requirements.
- Remain aware of up-to-date community and partner resources and supports
- Identify and promote opportunities for public education about multiculturalism, immigration, anti-xenophobia and human rights issues
- Service as a resource person for VIRCS programs, staff, volunteers, practicum students, government and NGO service providers, and the community at large

REQUIRED SKILLS AND EXPERIENCE:

- Relevant work experience with coordinating and facilitating group activity environments.
- Willingness to operate from a client-centered strengths-based approach.
- Cross-culturally aware and able to engage with people from diverse ethnicity, culture, and religious backgrounds.
- Empathetic, warm, and engaging personality. With strong interpersonal, relationship-building, and networking abilities.
- Organized and efficient; able to successfully complete multiple tasks in a timely manner.
- Strong administrative and computer skills (Word, Excel, PowerPoint, database, internet, e-mail).
- Efficient written, verbal, and presentation skills.
- Good judgement, problem-solving, and analytical skills.
- Team player and able to function in multi-disciplinary team setting.
- Strong assessment and problem-solving skills and conflict resolution skills.
- Adherence to professionalism, discretion, and confidentiality.
- Ability to work in a fast-paced rapidly changing environment.

ASSET QUALIFICATIONS:

- Second language is an asset.
- Knowledge of available social services and community resources in Greater Victoria.
- Knowledge of legislation and policies affecting immigrant and refugee populations in Canada.
- Commitment to work ethic.
- Sensitivity to issues of immigration, refugee trauma, mental health, and family conflict. Knowledge of adjustment and transitional issues specific to newcomers
- Understanding sensitivity and an awareness of social justice, diversity, and anti-oppression issues.

TO APPLY: If your credentials meet the above job description, please forward your cover letter and resume quoting the job title in the subject line to: Asuka Hirai, Director of Settlement

VIRCS is an equal opportunity employer. We especially encourage applications from people of different ethnic and cultural backgrounds, especially immigrants to Canada who are entitled to work in British Columbia.