



EST. 1989
VIRCS

JOB DESCRIPTION: ENHANCED CASE MANAGER

JOB TITLE: Enhanced Case Manager

REPORTS TO: Program Manager

STATUS: Full-time, 37.5 hours/week

PAY: \$27.00 to \$28.00 an hour - Full-time

Job details

Job type: Full-time

Shift and schedule: 8-hour shift

Location: 1004 North Park Street, Victoria, BC

Benefits

Extended health care

Full job description

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:

To provide comprehensive services addressing the employment, education, emotional, and social needs of vulnerable immigrant and refugee individuals and families through the Newcomer Wraparound Support Program (NWS). The Enhanced Case Manager (ECM) is responsible for conducting outreach and engagement, facilitating thorough client needs assessments, and developing individualized action plans. The ECM coordinates and facilitates wraparound support, working closely with community systems, partner agencies, and family support networks to ensure effective service delivery and successful outcomes for clients.

This role requires maintaining regular communication with service delivery partners, tracking client progress, and completing all necessary reporting. The ECM will also promote public education on multiculturalism, anti-xenophobia, and human rights issues through community outreach and networking.

Responsibilities:

- Conduct outreach to high needs immigrant and refugee individuals and families
- Facilitate client engagement process and complete thorough strengths-based client needs assessments
- Provide supportive counseling, information, orientation, referrals, interpretation, translation, escorts and client mediation in the service areas identified by VIRCS appointments and drop-in emergency cases
- Assist clients in developing strategies and action plans to meet needs
- 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
- Facilitate outbound referrals and work collaboratively with partner delivery agencies and community support systems to meet client needs
- Actively promote VIPP 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
- Complete all reporting requirements through the maintenance of an internal agency database
- Educate and disseminate information to adult, parent and senior clients through group sessions and workshops on Life and Essential Skills, Literacy and Numeracy, Employability Skills, and Social and Emotional Support
- 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
- Participate in necessary trainings and seminars relevant to VIRCS, Settlement and Wraparound work
- Attends and participates in bi-weekly team meetings and monthly all-staff meetings
- The Employee agrees to be employed on the terms and conditions set out in this Agreement.
- The Employee agrees to be subject to the general supervision of and act pursuant to the orders, advice and direction of the Employer.
- The Employee will perform any and all duties as requested by the Employer that are reasonable and that are customarily performed by a person holding a similar position in the industry or business of the Employer.
- The Employer may make changes to the job title or duties of the Employee where the changes would be considered reasonable for a similar position in the industry or business of the Employer. The Employee's job title or duties may be changed by agreement and with the approval of both the Employee and the Employer or after a notice period required under law.
- The Employee agrees to abide by the Employer's rules, regulations, policies, and practices, including those concerning work schedules, vacation, and sick leave, as they may from time to time be adopted or modified.

Required Education, Training and experience:

- 2 years relevant education or work experience with immigrant and refugee families and youth; and/or Education in Human and Social Development field; e.g. social work, child and youth program or related field, preferred
- 1-year experience working in employment services field, job development, or related field.
- Demonstrated knowledge of employment standards and rights, and labour market trends preferred.
- Experience working from a client-centred and strengths-based approach
- Familiarity using case management approach in service provision
- Thorough knowledge of Wraparound principles and practices; previous Wraparound experience preferred

Required Skills:

- Cross-cultural awareness: able to engage positively with people from diverse ethnic, cultural 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)
- Outstanding written and verbal communication 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
- Demonstrated professionalism, discretion and confidentiality

Asset Qualifications:

- Knowledge of legislation and policies affecting immigrant and refugee populations in Canada
- Commitment to work ethic premised upon anti-oppression and anti-xenophobia
- Sensitivity to issues of immigration and refugee trauma, mental health and family conflict and knowledge of adjustment and transitional issues specific to newcomers
- Understanding, sensitivity and awareness of social justice, diversity and anti-oppression issues
- Understanding of the culture of non-profit organizations
- Second language an asset

To apply: email your cover letter and resume.

If your credentials meet the above job description, please forward your cover letter and resume, quoting the job title in the subject line, to: marcelo@vircs.bc.ca

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.

Work Location: In person