



EST. 1989
VIRCS

Job title:	Case Manager
Reports to:	Program Manager
Status:	\$28 x 37.5 hour/week
Term:	October 15, 2025 – March 31, 2026 (with the possibility of extension based on available funding)

The Victoria Immigrant and Refugee Centre Society (VIRCS) operates in the territory of the ləkʷəŋən People and acknowledges that the Songhees and Esquimalt Nations have been stewards of this land since time immemorial.

VIRCS's mission is to assist in the settlement and adjustment of newcomers in Canada, and to provide services designed to increase participation in Canadian society by assisting the newcomer to overcome barriers. VIRCS has over 30 years of experience in providing comprehensive settlement services to immigrants, refugees, and their families. VIRCS's high quality and outcomes-driven settlement and integration services serve over 3000 clients annually across ten programs.

Duties and Responsibilities:

- **Client Support & Case Management**
 - Provide one-on-one support to clients through intake, needs assessment, and individualized service planning.
 - Assist clients in setting goals and accessing appropriate resources and services.
 - Make referrals to internal and external programs, ensuring continuity of care.
 - Monitor client progress and provide follow-up support as needed.
 - Maintain accurate and confidential case notes, files, and databases in compliance with privacy legislation.
- **Program Coordination & Administration**
 - Support the delivery of program activities in alignment with funding agreements and VIRCS policies.
 - Assist with data collection, reporting, and documentation of client outcomes.
 - Contribute to program evaluation and improvement through client feedback and outcome measurement.
- **Collaboration & Networking**
 - Work collaboratively with colleagues, volunteers, and community partners to support client needs.
 - Establish and maintain professional relationships with service providers and agencies.
 - Participate in case conferences and inter-agency meetings when required.

- **Professional Conduct & Workplace Culture**
 - Maintain clear professional boundaries and uphold confidentiality at all times.
 - Contribute to a respectful, safe, and culturally inclusive environment for clients, staff, and community members.
 - Demonstrate professionalism, compassion, and cultural sensitivity in all interactions.
 - Remain knowledgeable of government policy changes and community resources relevant to clients.
- **Other Duties**
 - Participate in VIRCS staff meetings, committees, and professional development as required.
 - Carry out additional tasks as assigned by the Program Manager, Executive Director, or designated Supervisor.

Skills and Qualifications

- Diploma in social services, child and youth care, or a related field, or equivalent work experience. (preferred)
- Experience working with youth from diverse cultural backgrounds.
- Knowledge of settlement services and resources for newcomers in British Columbia. (preferred)
- Strong communication and interpersonal skills.
- Ability to work collaboratively in a diverse team and client environment.
- Proficiency in Microsoft 365, including SharePoint, Teams and database management.
- General knowledge of local social services, non-profits and community resources.
- Strong workshop facilitation and coaching skills.
- Experience providing administrative support in a fast-paced environment.
- Ability to multitask, manage time and prioritize competing demands.

Asset Qualifications

- Fluency in a language other than English.
- Experience in case management.
- Experience in event planning and coordination.
- First Aid and CPR certification. (preferred)
- Experience working in a multicultural environment.
- General understanding of the issues relating to newcomer settlement in Canada.

Important:

Criminal record check will be required before employment commencement.

The above job description is subject to be changed based on needs of the program and funder requirements.

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.

This full-time position (up to 37.5 hours per week) will run from October 15, 2025, to March 31, 2026, with the possibility of extension depending on available funding. The Case Manager will report directly to the Program Manager and will be responsible for providing one-on-one client support, coordinating program activities, maintaining accurate documentation, and working collaboratively with staff and community partners to ensure effective service delivery for newcomer clients.

To Apply

Please submit your resume and cover letter directly to Enable@vircs.bc.ca. We thank all applicants for their interest; however, only those selected for an interview will be contacted.