



JOB DESCRIPTION

Case Manager

The Case Manager works within the Settlement Team to assess immigrant and refugee clients facing significant and complex barriers to determine their needs and strengths, develop individualized support action plans, facilitate learning necessary life skills, liaise with outside support agencies such as social services and health care providers, and conduct follow-up assessments and exit plans.

The Case Manager directly reports to the Settlement Team Lead and the Settlement Services Manager

Primary Duties & Responsibilities

- Carries out intakes and assessments for case management clients and develops support plans through consultation with them
- Helps clients access and navigate community services by providing information, advocating for clients, and providing or locating interpreters and translators for various appointments
- Facilitates communication and coordination between various organizations and service providers on the clients' behalf to ensure they are getting the support required
- Accompany client to necessary appointments in the community to ensure knowledge of processes and support with necessary organizations
- Ensures regular follow ups, meetings, and contacts while clients are on the complex case programming
- Provides crisis intervention and implements preventative measures
- Provides home outreach and visitation for participants as needed
- Works to provide appropriate life skills supports relevant to clients' needs
- Works closely with Clients' other settlement service providers to ensure no duplication of services
- Does regular follow-up and exit assessments and develops exit plans for clients no longer requiring the program
- Ensure that all client information is kept up to date, accurate and confidential
- Participates in professional development and training opportunities
- Recording all relevant client information on databases in a consistent and timely manner
- Attend regular staff and team meetings as required by the position
- Ensure program meets the identified outcomes and performance measurements according to guidelines of the IRCC Contribution Agreement
- Keep updated information on community resources to distribute to clients
- Develop and build strong relationships with local community agencies, governments and professional organizations
- Conduct focus group and individual client satisfaction survey for program evaluation purposes
- Other duties as outlined by the Settlement Services Manager

Qualifications

- Post-secondary degree in Human/Social Services or an equivalent combination of education and experience
- Understanding and sensitivity to issues affecting immigrant and refugee communities
- Ability to work effectively with other service providers and community partners
- Amazing communication skills: written, verbal, and non-verbal
- Demonstrated cross cultural communication skills and knowledge of community resources
- Comfortable with database, word processing and ability to use internet and email
- Well-developed interview, analytical, and problem solving skills
- Good organizational skills and the ability to multi-task
- Ability to keep accurate records and carry out duties with a degree of independence
- MS-Office (including Word, Excel), MS Outlook
- Fluency in additional language considered an asset
- Valid Class 5 driver's license with no restrictions
- Willing to work on call for evening/weekend and travel if needed

Work Conditions

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM
 - Possibility for some evening and weekend or on call work