



JOB DESCRIPTION

RAP Worker

RAP Workers provide resettlement assistance services to Government-Assisted Refugees (GARs) under the Resettlement Assistance Program (RAP). The program is aimed to deliver immediate and essential RAP support services to eligible clients that range from airport reception all the way through to locating and securing permanent accommodations.

The RAP Worker directly reports to the Operations Supervisor, Settlement Services and the Settlement Services Manager

Primary Duties & Responsibilities

- Accompanies and welcomes new clients from airport to Moose Jaw
- Conducts needs assessments and referrals that respond to the immediate needs of clients
- Provides appropriate temporary accommodation that supports timely and effective delivery of RAP services with a minimal burden on clients
- Works closely with Housing & Hotel Coordinator to move client into permanent accommodations
- Accompanies GAR clients to initial visits to various appointments and arranges interpreters if needed
- Assists in applying to and accessing federal and provincial programs
- Assists in connecting clients directly with health care system
- Provides basic practical information, orientation resources and programming that address resettlement newcomers' immediate needs, prepare them for longer term integration challenges, inform them of available services and supports including content tailored to the needs of specific client groups (e.g. youth, seniors).
- Connecting clients and their children with broader based community supports and resources
- Conducts financial orientation informing clients about income support and their financial responsibilities to ensure that they understand the basics of Canadian banking and financial systems, the key entitlements and obligations of their income support budget, and increasing their financial literacy
- Covering rotational on call phone when newcomers reside in the hotels
- Engages community partnerships to ensure client-focused service delivery
- Provides support to ensure a seamless and rapid transition from RAP to broader settlement support services, minimizing disruption to the client and facilitating the client's transition toward playing a productive role in the Canadian society and economy
- Contributes to overall RAP planning and implementation
- Keeps client management and case notes up to date
- Maintains and updates all internal tracking sheets, reporting systems, and ensures it is completed in a timely manner

- Captures data in data management system (Better Outcomes) and participates in training to learn new systems and stay up-to-date on systems requirements
- Participates in RAP-related training opportunities to stay current on issues
- Participates in regular team and organization-wide staff meetings.
- Provide general reception and administrative duties as needed or on a rotational basis when front desk staff are away or to meet safety requirements
- 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 work and weekend on call rotation