



## **Victoria Immigrant & Refugee Centre Society (VIRCS)**

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

### **JOB DESCRIPTION: WRAPAROUND CASE MANAGER**

**Job title:** **Wraparound Case Manager (Youth)**  
**Reports to:** Director of Settlement, Vulnerable Immigrant Populations Program  
**Status:** Part time  
**Application Deadline:** July 30 ,2020

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 services that address the emotional, academic and social adjustment needs of newcomer youth and children as defined by the Vulnerable Immigrant Populations Program, the Youth Wraparound Case Manager (WCM) is responsible for the facilitation of individual youth-centred intervention plans to address youth-identified needs. To this end, the WCM is responsible for the coordination and development of youth client teams, the facilitation of client team meetings and the implementation of individualized client plans of care. Working from a youth-centred and strengths-based approach, the WCM will develop and implement individual support systems, including family and friends, community systems and partner service delivery agencies.

### **RESPONSIBILITIES:**

- Facilitate youth intake and engagement process and complete thorough strengths-based 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 youth in 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
- 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

**REQUIRED SKILLS AND EXPERIENCE:**

- At least 2 years relevant education or work experience with immigrant and refugee families and children; and/or Education in Human and Social Development field; e.g. social work, child and youth program or related field, preferred
- Experience working from a client-centred, strengths-based approach
- Familiarity using case management approach in service provision
- Thorough knowledge of Wraparound principles and practices; previous Wraparound experience preferred
- 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 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 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 an awareness of social justice, diversity and anti-oppression issues
- Understanding of the culture of non-profit organizations
- Second language an asset

**SALARY:** Competitive

**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, Settlement Director  
Asuka@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.