



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 MANAGEMENT

Job title: Wraparound Case Manager (Adults and Families)

Reports to: Manager, Vulnerable Immigrant Populations Program

Status: Full time, 37.5 hours/week

Application Deadline: September 8, 2019; 5:00PM PST

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, children and youth, as well as many other projects and activities.

PRIMARY ACCOUNTABILITY:

To provide settlement and adjustment services to immigrants and refugees. Operating within the Vulnerable Immigrant Populations Program, the Wraparound Case Manager (WCM) is responsible for the facilitation of client-centred intervention plans to address client-identified needs. To this end, the WCM is responsible for the coordination and development of client teams, the facilitation of client team meetings and the implementation of individualized client plans of care. Working from a strengths-based approach, the WCM will develop and implement client support systems, including family and friends, community systems and partner service delivery agencies.

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 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
- 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 weekly team meetings and monthly all-staff meetings

REQUIRED skills, AND EXPERIENCE:

- At least 2 years relevant work experience; Settlement Worker Certificate, or equivalent in human services field, preferred
- Willingness to operate 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-culturally aware and able to engage 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
- Adherence to professionalism, discretion and confidentiality
- Ability to work in a fast-paced, rapidly changing environment

Asset Qualifications:

- Knowledge of available social services and community resources in Greater Victoria
- Knowledge of legislation and policies affecting migrant, newcomer and refugee populations in Canada
- Commitment to work ethic premised upon anti-oppression and anti-xenophobia
- Sensitivity to issues of immigration and knowledge of adjustment and transitional issues specific to newcomers
- Understanding, sensitivity and an awareness of social justice, diversity and anti-oppression issues
- Second language an asset (including but not limited to: Spanish, Tagalog, Punjabi or Amharic)

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, Director of Settlement Services, asuka@vircs.bc.ca. Application deadline is September 8, 2019; 5:00PM PST

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.