



Internal Job Posting: Case Manager

Department: CSS

Full-time, Temporary, Contract Ending March 31, 2018

35 hours per week

Posting Date: October 11, 2017

Located in London, the Cross Cultural Learner Centre (CCLC) provides settlement services and support to newcomers while also promoting intercultural awareness and understanding.

The **Case Manager** welcomes newly arrived government sponsored refugees by facilitating initial assessment, group and individual health orientation and information sessions and referral services. The primary focus of the role is helping clients through the initial stages of settlement and integration.

The Case Manager:

- Conducts a detailed Needs Assessment for Government Assisted Refugees (GAR's)
- Identifies GAR's short and long-term goals
- Conducts group orientation sessions with the Resettlement Assistance Program (RAP)
- Conducts friendly home visits to re-assess client needs
- Directs and accompanies clients to internal and external group activities that may include: social activities, group discussions, advocacy groups, conversational circles, etc.
- Arranges appointments, interpretation services and accompanies newcomers as needed
- Develops, designs and maintains a list of general program & activity supports
- Assesses gaps between available services and client needs
- Conducts and publicizes group sessions and activities for group participants
- Works closely with the Medical Clinic staff (doctors, medical students, etc.)
- Documents each client session and prepares progress reports – preparing and maintaining up –to-date client records in required databases
- Prepares monthly reports of group activities and outreach contacts for CSS Program Manager
- Refers clients to Community Connection, Settlement (internal and external) and other required services
- Develops and cultivates relations and partnerships with community (building capacity)
- Develops and cultivates relations with recreational groups and organizations
- Visits clients and conducts Client Support Services Exit Interviews
- Maintains continuous communication with supervisor, colleagues and clients
- Participates in case management meetings
- Completes monthly statistical and narrative reports
- Maintains confidentiality on behalf of all GAR clients and volunteer participants
- Works as part of a team to provide coordinated CSS to GARs to Canada
- Attends CSS Team and CCLC Staff Meetings as required
- Attend trainings as required
- Completes other duties as assigned by supervisor
- Provides input into program, proposal and organizational development as requested

The **Case Manager** demonstrates the following Skills, Abilities and Knowledge:

- 3 years relevant, practical experience **or** B.A. in Social Work/Health Science, or equivalent international degree **and** 2 years applied experience
- Proven ability to work with clients from diverse cultural backgrounds
- Knowledge of Settlement Services and integration process and a working knowledge of challenges faced by families/young adults new to Canada
- Familiarity with community group supports for families and general government services and programs
- Available to work irregular hours including evenings and weekends
- Knowledge of second language an asset (Kurdish, Swahili, Arabic)
- Ability to travel to multiple appointments in a day not on a bus route

APPLICATION DEADLINE: October 18, 2017

If you are interested in being considered for this opportunity please send your resume and cover letter via email to communications@lcclc.org

Please write in subject line: **Case Manager: Your Name**

CCLC is committed to equity in employment and immigrant, refugee, women, aboriginal people, visible minorities, gay, lesbian, bisexual persons and persons with a disability are encouraged to apply. Necessary accommodations during the recruitment process are available upon request.

CCLC recognizes foreign accreditation and experience in addition to other paid or unpaid work experience and educational equivalencies relevant to the role.

CCLC thanks you for your interest in career opportunities with our organization. Candidates who are best able to demonstrate how their qualifications match the requirements of the role will be contacted via phone or email as part of our candidate evaluation process.