



**Internal Job Posting: Youth Case Worker/Case Manager (50/50)**

**Department: CSS**

**Full-time, Temporary, Contract Ending October 25, 2018**

**35 hours per week**

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

The **Youth Case Worker (YCW)/Case Manager** welcomes newly arrived government-sponsored refugees by facilitating initial assessment, group and individual health orientation and information sessions and referral services ensuring clients are assisted through the initial stages of settlement and integration.

**The Youth Case Worker/Case Manager:**

- Interviews Government Assisted Refugee (GAR) youth and performs a detailed Needs Assessment
- Identifies GAR youth's short term and long-term goals
- Conducts group health orientation sessions with the Resettlement Assistance Program (RAP)
- Conducts friendly home visits to youth particularly those with complex medical needs and whose health needs are to be monitored closely
- Participates in case management meeting
- Directs and accompanies clients to internal and external group activities that may include: social activities, groups discussions, youth advocacy groups, youth drop-in nights, conversational circles, etc.
- Develops, designs and maintains a list of general program & activity supports for youth GARs
- Assesses gaps between available services and client needs
- Refers the client to required services where available
- Conducts and publicizes group sessions and activities for group participants
- Explores possibilities for joint group organization, development and promotion
- Maintains an information base for participant activity in youth group activities
- Participates in email groups for information-sharing amongst youth service provider networks and Partners in Caring small group participants
- Implements new service with the identified client group
- Prepares monthly reports of group activities and outreach contacts for CSS Program Manager
- Refers the client to Community Connection, (internal and external) resources
- Develops and cultivates relations and partnerships with academic and skills-training institutions
- Develops and cultivates relations with recreational groups and organizations
- Visits clients and conducts Client Support Services Exit Interviews
- Participates in case management meetings
- Completes monthly statistical and narrative report
- Maintains confidentiality on behalf of all GAR clients and volunteer participants
- Works as part of a team to provide coordinated CSS supports to GARs to Canada
- Works with Settlement Counsellors of CCLC to identify possible GAR youth participants

- Attends CSS team and CCLC Staff Meetings as required
- Attends training as required
- Completes other duties as assigned by supervisor
- Provides input into program, proposal and organizational development as requested

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

- Practical experience working with youth between 13-24 years of age or B.A. in Social Work/Health Science, college program in recreation and youth development, or equivalent international degree **and** 2 years applied experience
- Experience working with newcomer youth and from diverse cultural backgrounds
- Knowledge of the Settlement Services and integration process and a working knowledge of challenges faced by young adults new to Canada
- Familiarity with community group supports for youth and general government services and programs
- Available to work irregular hours including evenings and weekends
- Knowledge of second language an asset
- Ability to travel and attend multiple appointments in a day that may not be on a bus route

**APPLICATION DEADLINE: December 2, 2017**

If you are interested in being considered for this opportunity, please send your resume and cover letter via email to [communications@lcclc.org](mailto:communications@lcclc.org)

Please write in subject line: **Youth Case Worker/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.