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## Position: Client Support Services (CSS) Caseworker

CSS empowers Government-Assisted Refugees (GARs) and assists them with their first-year settlement needs. Under the direction of the Program Manager, the CSS Caseworker provides GAR clients with a broad base of support and resources using a multidisciplinary, case-management approach. We are looking for a self-starter/team player who takes initiative and enjoys working in a fast-paced environment.

This position reports to:     The Program Manager  
Starting Date:                 As soon as possible  
Employment status:         35 hrs/week  
Salary:                         \$25.23/hr

### **Main Responsibilities:**

- Assess and respond to initial needs of Government-Assisted Refugees (GARs)
- Provide interpretation and accompany GARs to facilitate access to services
- Perform in-person follow-up in the office or through home visits
- Establish and maintain concrete connections between GARS and community resources
- Capacity Building: Develop outreach initiatives, educational materials and sustainable strategies that are responsive to the complex needs of GAR clients
- Participate in activities that educate the community around the issues and barriers faced by GARs
- Organize & facilitate workshops to orient GARs to their new community, Canadian culture & social norms
- Evaluate client progress at the beginning, middle and end of the program
- Prepare documentation and statistical information as required by the CSS Coordinator

### **Qualifications:**

- Post-secondary education in the Social Services field, or equivalent combination of education and experience
- Ability to develop and maintain effective relationships with key partners and stakeholders
- Fluency in English is REQUIRED (verbal and written), French and other languages are an asset
- Strong knowledge and understanding of refugee issues with ability to outreach to newcomer communities and service providers

- Familiarity with programs and services available in Ottawa
- Excellent organizational skills and the ability to set priorities and meet deadlines
- Excellent presentation skills, interpersonal skills, mediation skills, and cross-cultural competence
- Proficiency with computer technology including Microsoft Office Suite and social media apps
- Ability to deal with confidential material and matters
- Availability to work a flexible schedule including evenings and weekends
- A valid driver's license and access to a vehicle

To be considered for this position, please apply through [Charity Village](#) by 12 noon, Monday, October 1, 2018. Please note only those selected for an interview will be contacted.

CCI is committed to providing a barrier-free workplace and promoting respect for all people.

CCI will make every reasonable effort short of undue hardship to create a workplace environment that is as free from barriers as possible.

CCI welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.