
CATHOLIC CENTRE FOR IMMIGRANTS CENTRE CATHOLIQUE POUR IMMIGRANTS

Job Title: Client Support Services (CSS) Caseworker

This position reports to: The Program Manager
Starting Date: As soon as possible
Employment status: Indeterminate Contract
Annual salary range: \$24.74/hr

Position Summary

Under the direction of the Program Manager, the CSS Caseworker is responsible for assisting the Government Assisted Refugees (GARs) clients through their first year of settlement. Using a multidisciplinary case-management approach, the counsellor provides the clients with a broad base of support and resources. We are looking for a self-starter and team player who takes initiatives and enjoys working in a fast-paced environment.

Main Responsibilities:

- Assess initial needs of Government Assisted Refugees (GARs).
- Provide interpretation and accompany GARs to facilitate access to services.
- Perform in-person follow-ups either at the office or through home visits.
- Establish and maintain concrete links between GARS and existing resources in the community.
- Develop educational materials and participate in activities and events that educate the community around issues and the barriers faced by GARs when accessing services in the community.
- Organize and facilitate educational activities to orient GARs to their new community, Canadian culture and social norms.
- Develop outreach initiatives pertaining to demographic/community-based challenges.
- Evaluate client progress at the beginning, middle and end of the program.
- Prepare and provide activity reports and statistical information as required by the CSS Coordinator.

Qualifications:

- Post-secondary education in a Human Services field or an equivalent combination of education and experience.
- 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.
- Ability to function in a multidisciplinary, culturally diverse workplace.
- Ability to develop and maintain effective relationships with key stakeholders, especially in newcomer communities.
- Fluency in English and French is REQUIRED (verbal and written); Arabic and other languages is an asset.
- Excellent organizational skills and the ability to set priorities and meet deadlines.
- Excellent interpersonal skills and cross-cultural competence.
- Excellent computer skills and proficiency with Microsoft Office Suite.

Please send a cover letter and a resume to the attention of the hiring committee by 3 p.m. on Thursday, May 4th, 2017. Email: jobs@cciottawa.ca

Please note that 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.