



**CCI  
OTTAWA**

## Case Worker

Internal/External posting

### About Us

The Catholic Centre for Immigrants has been serving all refugees and immigrants for 65 years. We provide programs and services to approximately 4,500 newcomers every year. The mission is to help all newcomers realize their full potential in Canada and to build a more welcoming community. We help newcomers with housing, transportation, education, health, language, making connections in their new community and more. We provide services in person and online. Please visit [cciottawa.ca](http://cciottawa.ca) for a full overview of our work.

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### Job Summary

Under the direction of the Manager, the Case Worker is responsible for assisting residents of Welcome House with a broad base of support and resources. The Case Worker requires strong communications and interpersonal skills, excellent organizational abilities and exceptional cultural competency.

**This position reports to:** Welcome House Manager

**Employment Status:** Full-time Indeterminate

**Hourly rate:** \$25.23

**Deadline Date to Apply:** September 2, 2019

**Open to:** Internal/External candidates

### Responsibilities

- Assess clients' initial settlement and integration needs. Refer and facilitate access to services.
- Organize and facilitate educational activities to orient clients to their new community, Canadian culture, and Canadian social norms.
- Assess clients' housing needs and assist in finding suitable accommodation.
- Arrange, assist with, and accompany clients to view accommodation, as needed.
- Establish links and maintain good working relationships with housing providers to assist in securing permanent accommodation for clients. This may include rent negotiation, understanding and signing leases, and management rent payment.
- Liaise with community service providers and suppliers regarding clients' needs, including rent, furniture delivery, moving, documentation, etc.
- Ensure smooth transition to permanent accommodation, including visiting the client on the day of moving.
- Ensure smooth transition to community integration throughout the moving process.
- Perform follow-ups with clients in the office, by phone, and through home visits.
- Evaluate client progress at the beginning, middle, and end of the transition process.

- Data entry and reporting related to client services.
- Other duties as assigned by Manager.

### **Qualifications (Education/Experience)**

- University degree in a related field, and 2 years of experience in a social service setting, or an equivalent combination of education and experience.
- Knowledge of services and resources available to assist newcomers to Canada.
- Fluency in oral and written **English and French is required**.
- Fluency in oral and written **Swahili** is an asset.
- Experience providing group facilitation and workshops.
- Demonstrated ability to work with confidential material and matters.
- Proficiency with computer applications including Microsoft Office Suite.
- Excellent organizational skills and ability to set priorities and meet deadlines.
- Excellent interpersonal and conflict resolution skills.
- Ability to communicate effectively both verbally and in writing.
- Ability to perform duties independently and with minimal supervision.
- Able to excel in a multidisciplinary, culturally diverse workplace.
- A satisfactory police record check is required.

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Cover letter and resume must be submitted no later than **September 2, 2019**. Applications are only accepted through Charity Village at <https://bit.ly/2Z7OTHV>. Only candidates selected for an interview will be contacted.

The Catholic Centre for Immigrants (CCI) is committed to being an equal opportunity employer. Please advise in advance if you require any accommodation during the application or selection process.

CCI is committed to employment equity and encourages candidates to self-identify as visible minorities; people from culturally diverse backgrounds; people of all gender identities and sexual orientations; Indigenous peoples, and; persons with disabilities.