



## Internal/External Outreach Case Manager



**POSITION:** Outreach Case Manager (Adult/Youth) at Moving Ahead Program

**DEPARTMENT:** Family and Settlement Services

### **POSITION FUNCTION:**

The Moving Ahead Outreach Case Manager provides wraparound case management services to refugee and immigrant youths and adults under the Vulnerable Immigrant Populations Program. The Outreach Case Manager provides comprehensive case planning, outreach and support to clients coping with multiple barriers to their settlement. Case Manager will help empower refugee/immigrant youth and adults towards the goals of greater independence and self-sufficiency.

### **MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in a relevant field, or high school education and a certificate diploma in an appropriate area such as community social services, or community development;
- Strong working knowledge of settlement integration issues facing vulnerable immigrant and refugee youth, young adults, adults and their families;
- Solid understanding of mental health issues affecting vulnerable immigrant and refugee youth, young adults, adults and their families;
- Knowledgeable about local community resources, professional and specialized services for at-risk or marginalized populations, and how to use those resources of the benefits of the clients;
- Good Knowledge of BC Systems and the capacity to connect clients to mainstream services;
- Experience in cross-cultural communication and service methods appropriate to clients with low literacy and low English skills;
- Experience working with clients suffering from social, emotional and mental health issues;
- Experience and a strong understanding of case planning and case management principles and techniques (specific to staff involved in case management);
- Experience in teaching Life Skills, Literacy and Essential Skills (specific to staff delivering skills development services);
- Experience with planning, organizing and implementing group and recreational activities, social and community events;
- Training in facilitation and grassroots support groups;
- English language proficiency at a minimum of North American Grade 10 or assessed at CLB level 6 for reading, writing, speaking and listening or equivalent (TOEFL or IELTS score);



- Proficient with computer operation and able to use Microsoft Office Suite, internet skills and social media;
- **Language Competence:** In addition to the English language requirements described above, **candidates are fluent in Arabic;**
- Ability to work with internal and external stakeholders;
- Satisfactory criminal record check.

**HOURS:** 35 Hours per week, some evening and weekends if work required.

**STARTING PAY:** \$22.49 - \$25.31/Hour, commensurate with experience

A competitive benefits package is provided with contracts of at least one year in length which offer a minimum of 17.5 hours of work per week.

**RESUMES TO:** ATTN: **Tigist Dubus**, Manager, at [tdubus@mosaicbc.org](mailto:tdubus@mosaicbc.org)  
Please reference "Outreach Case Manager" in the subject line of your application and submit via email (WORD / PDF format). No telephone calls please.

**DEADLINE:** April 16, 2019 by 5 pm

**Note:** **Only those selected for an interview will be contacted.**

**Posting Date:** April 02 , 2019

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