



**Vacancy Posting – Competition #2018-11-21 RAP-C**

<b>Posting date:</b>	November 21, 2018
<b>Closing date:</b>	November 30, 2018 (posting will remain open after this date until the position is filled)
<b>Position:</b>	<b>Resettlement Assistance Program (RAP) Coordinator</b>
<b>Hours of work:</b>	Monday to Friday – 35 hours per week (full-time)
<b>Start date:</b>	As soon as possible
<b>Contract period:</b>	Ends March 31, 2019
<b>Location of work:</b>	930 Balmoral Road, Victoria, BC
<b>Rate of pay:</b>	\$27.89 (benefits upon successful completion of probation)

The Inter-Cultural Association of Greater Victoria (ICA) helps individuals and organizations connect across cultures. We provide information, support and tools to help immigrants reach their goals. By engaging people through networks, education and arts programming, we create a welcoming community. ICA offers services for newcomers, including settlement and integration counseling, translation and interpretation, English classes, mentoring, volunteer matching, and peer support. We also provide outreach and education in the community through arts programming, as well as workshops on anti-racism, multiculturalism, diversity awareness, immigration and human rights.

**Job description**

Develops, coordinates and facilitates core components of the resettlement assistance services to Government-Assisted Refugees (GARs) under the Resettlement Assistance Program (RAP). Coordinates and provides assistance to GARs staying in temporary accommodation in their search for long-term rental housing within Greater Victoria and monitors the housing search of all GAR units (families) during their initial stay in temporary accommodation. Provides leadership and content/administrative support to the departmental staff for effective delivery of services. Works in close cooperation and in conjunction with the Immigrant and Refugee Services Manager to supervises frontline activities. Reports to the Immigrant and Refugee Services Manager.

**Qualifications**

Undergraduate degree, diploma or certificate in a related discipline (immigration and refugee studies, intercultural studies, social studies, social work). Related professional courses on themes pertinent to resettlement. Minimum diploma in a related field and/or equivalent combination of education, training and experience may be considered. Proficiency in a major immigrant language (Arabic) is required. Supervisory experience in a unionized environment preferred. One to three years of previous work experience in a similar environment, working with immigrants, refugees and persons from a wide variety of cultural and ethnic backgrounds. Experience working on resettlement issues with immigrants and/or refugees an asset. Strong administrative skills required. Knowledge of community resources would be an asset.

**Required skills and abilities**

- Develops and coordinates the resettlement and integration services programs through monitoring, supervision and scheduling various functions: assessment, orientation, information, referrals and client advocacy.
- Provides ongoing supervision, support and advice to resettlement staff in regard to issues relevant to client support (e.g. community resources, legal changes, social policy changes).
- Advises and coaches resettlement staff on culturally sensitive problem-solving counseling techniques.
- Establishes and maintains working relationships with other service providers.
- Coordinates and monitors the housing search of all GAR units (family) during their initial stay in temporary accommodation.
- Keeps RAP team informed of “housing search status” of GAR units and informs the Immigrant and Refugee Services Manager of any issues with the housing search which might result in a longer stay in temporary accommodation.

- Provides general information on the Greater Victoria rental market to GAR clients during initial information/orientation sessions and individualized assistance, based on clients' preferences, budget, special needs.
- Assists with rental and subsidized housing applications; able to understand and explain eligibilities and responsibilities of applicants.
- Provides a minimum of one to two housing options to GAR clients who need support in finding housing. Makes initial contact with landlord/building manager to get appropriate information and arranges for a visit.
- Accompanies GAR clients on housing visits as needed and/or arranges for an interpreter to accompany the client.
- Maintains a current listing of building managers renting to GAR clients and a listing of sources for finding housing options (list of websites, contacts, etc.).
- Liaises with landlords and building managers to facilitate renting opportunities for future clients.
- Orders furniture and household goods packages, and facilitates delivery to clients' new permanent address, and follow up on delivery related issues in coordination with RAP team.
- Orders utilities, such as phone/cable/internet packages, gas and hydro, based on clients' needs and preferences.
- Provides administrative support related to rental information such as, but not limited to, monthly listing of clients' permanent addresses, completion of IRCC rental information forms and applications to BC Housing.
- Engages partnerships to ensure client-focused service delivery.
- Provides support to ensure a seamless and rapid transition from RAP to broader settlement support services, minimizing disruption to the client and facilitating the client's transition toward playing a productive role in the Canadian society and economy.
- Contributes to overall RAP planning, implementation and orientation sessions including life skills and related orientation topics.
- Keeps client management and case notes up to date.
- Captures data in data management systems and participates in training to learn new systems and stay up-to-date on systems requirements.
- Participates in RAP-related training opportunities to stay current on issues impacting ICA's clients.
- Participates in regular team and organization-wide staff meetings.
- Follows all ICA policies and administrative procedures.
- Other related duties as assigned; may include occasional client intake.

#### **Additional information**

- Travel to community locations within Greater Victoria will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, may be required. Flex time schedules will be made to accommodate non-regular work hours.
- ICA compensates overtime hours with time off in lieu.
- Valid BC driver's license and access to a car is required.
- As a condition of hire, an updated criminal record check, including vulnerable populations check, WHMIS training and driver's abstract are required.

**Closing date:** Please submit a **cover letter and current resume (in pdf. format)**, noting relevant qualifications, language proficiency and experience to the Inter-Cultural Association of Greater Victoria, Attention: HR Manager, via email to [careers@icavictoria.org](mailto:careers@icavictoria.org) by November 30, 2018, or posting will remain open after this date until the position is filled. **Please quote Competition #2018-11-21 RAP-C in the subject line.**

*Please note: This is a unionized position subject to the terms and conditions of our Collective Agreement and of our funding agreements with various funders. As per the Collective Agreement, internal applicants will be given consideration with respect to filling the position prior to external candidates being hired. This position is open to applicants of all genders. This position requires union membership. Only short-listed applicants will be contacted.*