



Vacancy Posting – Competition #2021-10-29 RAP-W

Posted date:	October 29, 2021
Closing date:	Ongoing posting until the position is filled
Position:	RAP Worker
Hours of work:	35 hours per week
Location of work:	930 Balmoral Road, Victoria BC
Rate of pay:	\$23.51 (benefits after successful completion of probation period)

The Inter-Cultural Association of Greater Victoria (ICA) helps immigrants and refugees meet their social, cultural, and economic goals. Comprised of dedicated staff and volunteers, ICA provides language instruction, support finding housing and employment and a range of other services. In addition, ICA actively engages our community to strengthen connections between immigrants and those born in Canada. Through our work, we build a strong, diverse, and vibrant community. ICA is a welcoming, passionate, and energetic organization that has had a positive impact in the Greater Victoria region for nearly 50 years.

Job description

Provides resettlement assistance services (including housing support) to Government-Assisted Refugees (GARs) under the Resettlement Assistance Program (RAP) as prescribed by *Immigration, Refugees and Citizenship Canada*. Delivers immediate and essential RAP support services and facilitates client transitions from RAP to settlement services. Serves all individuals, including BIPOC, LGBTQ2+ and Indigenous, and those with diverse abilities. Works in close cooperation with the RAP Coordinator and RAP Manager. Reports to the RAP Manager.

Qualifications

- Minimum Grade 12 Diploma (Undergraduate Degree preferred) in related discipline on settlement/ resettlement/refugee related themes, family law, immigration and refugee studies, social work, intercultural studies, child and youth care or combination of education, training, and experience.
- Direct experience with settlement/resettlement/refugee service delivery and case management.
- Keen understanding of diversity issues to work with persons from diverse cultural and ethnic backgrounds on settlement/resettlement/refugee related issues.
- Three years' work experience within social services, not-for-profit and/or multicultural environment, preferably targeting refugees.
- Knowledge of community resources.
- Experience working with immigrants and refugees and understanding of immigration and refugee issues.
- Proficiency in a language other than English (Arabic, Farsi, Tigrinya, or Somalian)

Key duties and responsibilities

- Coordinates timely and effective port of entry services.
- Conducts needs assessments and referrals that respond to the immediate needs of clients.
- Provides appropriate temporary accommodation that supports timely and effective delivery of RAP services with a minimal burden on clients.
- Supports effective transition from temporary housing to suitable permanent accommodation, including provisions to assist harder to house clients.
- Supports the RAP team with potential viewing of rental suites, purchase and delivery of furniture and other household items.

- Facilitates life skills to connect clients, where appropriate, with community services and referrals (housing, recreation, transportation, health and wellness options, volunteer organizations or services, banking options, interpretation/translation services, LGBTQA2+ and accompany clients to appointments).
- Supports the RAP team with moving out activities and other related housing duties as directed by supervisor.
- Assists in applying to and accessing federal and provincial programs.
- Assists in connecting clients directly with health care system, including mental health supports.
- Provides basic practical information, orientation resources and programming that address resettlement newcomers' immediate needs, prepare them for longer term integration challenges, inform them of available services and supports including content tailored to the needs of specific client groups (e.g. youth, seniors).
- Conducts financial orientation informing clients about income support and their financial responsibilities to ensure that they understand the basics of Canadian banking and financial systems, the key entitlements and obligations of their income support budget and increasing their financial literacy.
- 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 within Canadian society and economy.
- May provide support to settlement services program (intake and settlement issues).
- Contributes to overall RAP planning and implementation.
- Keeps client management and case notes up to date.
- Uses technology effectively, e.g. client management databases and participates in training to learn new systems and stay up to date on systems requirements.
- Captures data in data management systems (OCMS) and participates in training to learn new systems and stay up to date on systems requirements.
- Creates awareness of anti-oppressive/social justice issues.
- 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.

Job skills and abilities

- Demonstrate specialized, advanced knowledge of settlement/resettlement/refugee processes and referral practices.
- Understand inter-cultural family dynamics.
- Demonstrate knowledge of eligibility criteria, crisis intervention skills, trauma informed practice and empathy.
- Knowledge with needs assessments, case management and working with traumatized clients or challenging behaviours.
- Perform language interpretation and work effectively with an interpreter.
- Demonstrate the ability to design and deliver workshops, including settlement orientation workshops.
- Manage a caseload of immigrant and refugee clients.
- Support and promote community-based development activities/initiatives in order to assist with the integration of RAP clients into the community.
- Practice time and resource management techniques.
- Demonstrate effective teamwork and collaboration in diverse team settings and other departments.
- Practice effective interpersonal and intercultural communication techniques in working collaboratively with staff and external partners.
- Knowledge of refugee resettlement processes and challenges newly arrived refugees face.

- Identify, access, and refer appropriately to ICA programs and community services and resources.
- Demonstrate an ability to work with individuals and families experiencing discrimination, racism, and culture shock.
- Understand the basics of the Canadian legal system, laws, and public policy.
- Foster self-reliance and self-management in immigrant and refugee newcomers.
- Understand and respond to client reactions to resettlement transition and challenges.
- Demonstrate computer proficiency and create, maintain, and access records in a data management system.
- Demonstrate effective teamwork in a diverse team setting.
- Create and maintain professional boundaries.
- Demonstrate networking and relationship building.
- Demonstrate critical thinking and problem-solving techniques.
- Effectively and accurately manage client data and document client progress.

Additional information

- Some 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, favourable driver's abstract, and access to a car are required.
- As a condition of hire, an updated criminal record check, including vulnerable populations check, WHMIS training and driver's abstract are required.

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. The posting will remain open until the position is filled. **Please quote Competition #2021-10-29 RAP-W 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.