Vacancy Posting – Competition #2022-02-18 p-t RAP-LSW

Posted date: February, 18-2022
Closing date: Ongoing posting until the position is filled
Position: RAP Life Skills Worker (part-time)
Hours of work: 21 hours per week
Location of work: 930 Balmoral Road, Victoria BC
Rate of pay: $23.98 per hour effective April 1, 2022 (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 the Department of Immigration, Refugees and Citizenship (formerly known as Citizenship and Immigration Canada (CIC)). 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 Resettlement Assistance Program (RAP) Manager and RAP Coordinator. 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’ previous 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 settlement and/or resettlement language preferred (Arabic, Amharic, Tigrinya, Swahili, or Somali).
- Indigenous cultural competencies and/or lived experience with Indigenous communities welcomed.
- Employment requires proof of full vaccination status or exemption documentation.
Key duties and responsibilities

- Supports the RAP team with overall resettlement, integration and housing process based on client abilities and as determined by lead worker/coordinator/manager needs assessment and observations.
- Supports Coordinator 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, LGBTQ2+, and accompany clients to appointments.
- Supports the RAP team with moving out activities.
- Provides accompaniment to community resources as directed by supervisors to build life skills and ability to navigate and foster independence in preparation for integration and housing.
- Provides accompaniment to medical appointments and tests as required.
- Provides airport pick up support and assist with temporary accommodation orientation upon arrival.
- Provides support around linkages in the community especially with high medical needs and disability resources.
- Supports effective transition from temporary housing to suitable permanent accommodation, including provisions to assist harder to house clients.
- Assists in connecting clients directly with health care system, including mental health supports.
- May include occasional client intake and other integration tasks across settlement and resettlement.
- Keeps client management and case notes up to date.
- 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 clients.
- Participates in regular team and organization-wide staff meetings.
- Follows all ICA policies and administrative procedures.
- Other related duties as assigned.

Job skills and abilities

- Demonstrates specialized, advanced knowledge of settlement/resettlement/refugee processes and referral practices.
- Understands inter-cultural family dynamics.
- Demonstrates 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.
- Performs language interpretation and work effectively with an interpreter.
- Demonstrates the ability to design and deliver workshops, including settlement orientation workshops.
- Manages a caseload of immigrant and refugee clients.
- Supports and promotes community-based development activities/initiatives in order to assist with the integration of RAP clients into the community.
- Practice time and resource management techniques and demonstrate effective teamwork in a diverse team setting.
- 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.
• Identifies, accesses, and refers appropriately to ICA programs and community services and resources.
• Demonstrates an ability to work with individuals and families experiencing discrimination, racism, and culture shock.
• Understands the basics of the Canadian legal system, laws, and public policy.
• Fosters self-reliance and self-management in immigrant and refugee newcomers.
• Understands and respond to client reactions to resettlement transition and challenges.
• Demonstrates computer proficiency and create, maintain, and access records in a data management system.
• Demonstrates effective teamwork in a diverse team setting.
• Creates and maintains professional boundaries.

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 is 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. This is an ongoing posting until the position is filled. Please quote Competition #2022-02-18 p-t RAP-LSW 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.