

The Case Coordinator welcomes newly arrived immigrants and refugees by providing ongoing assessments, group and individual health orientation and information sessions, and referral services, with the goal of helping them through the initial stages of settlement and integration.

Working collaboratively with providers and the community, the primary responsibility of the Case Coordinator will be to provide assertive outreach case management services in a variety of community settings to clients whose needs are assessed as having high needs. Such clients may be facing an acute crisis and/or have multiple barriers to settlement that are likely to persist long-term.

The Case Coordinator will be responsible for the following:

- Identify clients' short and long term goals;
- Conduct group orientation sessions with Resettlement Assistance Program (RAP);
- Conduct friendly home visits to reassessing clients' needs on an on-going basis;
- Arrange appointments, interpretation services and accompany newcomers as needed;
- Develop, design and maintain a list of general program & activity supports for newcomers;
- Assess gaps between available services and client needs;
- Refer the client to required services where available;
- Conduct group sessions and activities for group participants;
- In partnership with the REACH Refugee Engagement and Community Health clinic, work closely with doctors and medical students;
- Document each client session, evaluate client progress and re-assess client needs according to a pre-defined schedule;
- Prepare progress reports;
- Prepare monthly reports of group activities and outreach contacts;
- Refer the client to Community Connection, Settlement (internal and external);
- Develop and cultivate relationships and partnerships with community (building capacity);
- Develop and cultivate relationships with recreational groups and organizations;
- Visit clients and conduct exit interviews;
- Perform other duties as required.

The ideal candidate will possess the following educational requirements, skills, and competencies:

- A Bachelor's degree in Social Work and a registered Member of the Saskatchewan Association of Social Workers;
- A minimum of one year of supervised clinical counselling experience working with individuals, families and groups, preferably in a mental health and addictions program or family services setting;
- Knowledge of various mental health conditions their etiology, and optimal plans for treatment and intervention;
- High degree of comfort in dealing with co-occurring mental health issues, suicidal ideation, violence and abuse, and histories of trauma;
- Well developed case management, assessment and counselling skills, including familiarity with a variety of theoretical and practice approaches;
- Knowledge of cross-cultural issues and be culturally sensitive;
- Knowledge of community resources, eligibility requirements for specific services, and referral procedures;
- Ability to work effectively in a team-based, multi-disciplinary program;
- Experience and demonstrated ability to work collaboratively with community groups and affiliated services;

- Excellent interpersonal skills;
- Good organizational skills;
- Experience in a cross-cultural setting is considered an asset;
- Excellent verbal and written communication skills are essential;
- The ability to speak another language, specifically Kirundi, Tigrinya, and Somali, is considered an asset;
- Demonstrated computer proficiency with MS Office;
- Demonstrated capacity to be an effective change agent;
- A Class 5 Driver's license and a reliable vehicle; and
- A Criminal Record Check including the vulnerable sector check is required.

If this sounds like the next step in your career, please forward your resume ASAP to jobs@globalgatheringplace.com. We look forward to hearing from you!