

Job Title **Case Coordinator to Support Ukrainian Arrivals**
Reporting to: The Refugee & Immigrant Health and Case Coordination Manager
Term of employment: Date – March 31, 2023 (possibility of extension based on funding)

Who WE are...

Since 1998, Global Gathering Place (GGP) has remained dedicated to helping refugees and immigrants integrate and thrive in Canada. By delivering critical services, English classes, and a full calendar of programs, we work hard in service of our vision: A society where newcomers to Canada are fully engaged and valued.

As GGP has grown from a grassroots group to a non-profit leader in the settlement sector, we continue to pride ourselves on personalized, client-centred service. We know our clients; we understand their needs, their fears, and their goals. No one is ever a number at GGP.

Our organizational culture centres around collaboration and each staff member wears many different hats. We work together across departments and in partnership with diverse community partners. We offer guidance for making local services more inclusive and accessible, and advocate for what we know to be true: that immigrants and refugees, when given the opportunity, make valuable contributions to all aspects of Canadian society.

Who YOU are...

You strongly believe in diversity, respect for people, and have a passion for helping others thrive and succeed. You value and are committed to equality, respect, and you love learning about people and their cultures. You are at your best when you surround yourself with other committed individuals and you do your best work when you collaborate and work WITH others. You are goal oriented, tenacious, and creative when it comes to problem solving.

What is a Case Coordinator to Support Ukrainian Arrivals...

The Case Coordinator welcomes immigrants and refugees by providing ongoing assessments, group and individual orientations, information sessions, and referral services, with the goal of helping clients achieve successful settlement and integration.

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

- Fluent in Ukrainian
- Identifies clients' short and long-term goals
- Conducts friendly home visits to reassess clients' needs on an on-going basis
- Arranges appointments, interpretation services and accompanies clients as needed
- Develops, designs, and maintains a list of general programs & activity supports for newcomers
- Assesses gaps between available services and client needs
- Refers the client to required services where available
- Documents each client session, evaluates client progress, and re-assesses client needs according to a pre-defined schedule
- Prepares progress reports

- Prepares monthly reports of activities and outreach contacts
- Refers the client to relevant Community and Settlement programs (internal and external)
- Develops and cultivates relationships and partnerships with community (builds capacity)
- Develops and cultivates relationships with recreational groups and organizations
- Conducts exit interviews
- Performs other duties as required

Secondary responsibilities are:

- Participates in organization and team staff meetings as well as other required meetings
- Upholds GGP vision and values
- Follows all GGP procedures and protocols
- Works well with others in a team and client environment
- Helps other team members as needed, as all teams are expected to work cross-functionally
- Be able to work flexible hours when needed and to adapt to changing work schedules
- Be reliable and punctual
- Be willing and able to be mentored, and to participate in training and other professional development opportunities, especially deemed relevant to the position

Do YOU have the education, skills, and competencies...

- A Bachelor's degree in Social Work and a registered Member of the Saskatchewan Association of Social Workers is preferred
- A minimum of 3 years' experience working with individuals, families and groups, preferably in a mental health and addictions program or family services setting
- Strong understanding of settlement and integration barriers
- Well developed case management and assessment skills, including familiarity with a variety of theoretical and practice approaches
- Knowledge of community resources, eligibility requirements for specific services, and referral procedures
- Experience and demonstrated ability to work collaboratively with community groups and affiliated services
- Experience and commitment to promoting environments where diversity in background, thought and practice is welcomed and valued
- Knowledge of cross-cultural issues and the ability to be culturally sensitive
- Ability to work effectively in a team-based, multi-disciplinary program
- Demonstrated computer proficiency with MS Office
- Demonstrated capacity to be an effective change agent
- A Class 5 Driver's license and a reliable vehicle
- A clean Criminal Record with Vulnerable Sector Check
- Proof of Canada-approved COVID - 19 Full Vaccination

NOTE: The above job description reflects management's assignment of the most essential functions of the job classification. It does not prescribe or restrict the tasks that may be assigned nor is it intended to be an exhaustive list of all responsibilities and activities required of the position.

Edited May 18, 2022