

**Community Resource Specialist - Social Worker
12-month Maternity Leave term position
August 2020**

POSITION PURPOSE AND SUMMARY:

Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., (IRCOM) the primary responsibility of the Community Resource Specialist-SW (CRS-SW) is to work with vulnerable families facing complex challenges and crises. The CRS-SW works closely with tenants/program participants experiencing various challenges to provide crisis intervention and supportive counselling to individuals and family units using a case management approach to empower newcomer families, many of whom are war-affected, to settle and integrate into the wider community. The CRS-SW supports tenants/participants in adapting to Canadian society, providing life-skills coaching, mental health adjustment and supports, parenting supports and education, and youth coaching, education and intervention. Interventions often involve coordination of and advocacy with numerous collateral agencies. Finally, the CRS-SW serves as a resource to the IRCOM team providing consultation, education and problem-solving to aid it in providing appropriate supports to clients.

CANDIDATE PROFILE

The CRS-SW is a “people person” who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills. An inter-culturally competent individual, the CRS-SW is easily able to work with newcomers from a wide variety of cultural and linguistic backgrounds. It is important that the CRS-SW is “youth-friendly” and able to work well with all ages. The CRS-SW thrives on assisting clients who are dealing with layered and complex challenges. The CRS-SW is a self-aware individual who can pre-empt workplace-related stress and vicarious trauma. The CRS-SW will exhibit and uphold core values of respect, non-violence, equality, fairness and teamwork.

Under the guidance and support of the Community Resource Program Manager (CRPM), the CRS-SW will fulfil the following responsibilities:

Intensive Supports to Vulnerable Clients (40%)

- Provide in-house counselling supports and work closely with lead staff from other IRCOM programs
- Assess and respond to the needs of vulnerable individuals and families using a case management approach
- Arrange, coordinate, monitor, evaluate, and advocate for an array of multiple services to meet the specific client’s complex needs using a collaborative approach
- Assess the psycho-social needs of vulnerable clients and provide the appropriate interventions which may include: crisis intervention/suicide prevention, individual/family counselling, coaching and life-skills training, and information and referrals
- Identify internal and external supports and coordinate with these services (for example, IRCOM programs, CFS/ANCR, EIA, schools/counselling agencies, police/legal system) to ensure vulnerable clients receive comprehensive and coordinated supports
- Develop and maintain good external partnerships with service providers for effective collaboration on services to families
- Advocate for newcomer families with institutions, community service providers, government and other partner agencies on behalf of our clients
- Serve as a resource to the full IRCOM staff team in areas of assessment, crisis intervention and/or providing supports to vulnerable clients
- Respond to crises and critical incidents, ensuring communication with the HNST team and other relevant staff and agencies.
- Work collaboratively with IRCOM team leads and ASP counselling supports to enhance education and information programming to address psycho-social support needs

Program Operation (30%)

- Conduct settlement-focused needs assessments and goal setting with tenants.
- Provide follow up home visits and drop-in information and orientation
- Lead program coordination, delivery and facilitation as necessary
- Co-lead the High Needs Support Team which provides crisis response, crisis and safety planning, guidance to the staff team on crisis response and serving the needs of vulnerable clients
- Attend and participate directly in various IRCOM programs with the aim of building trust and relationships with program participants
- Maintain up-to-date knowledge about internal and external resources and partner agencies in order to make appropriate referrals and linkages
- Attend relevant partner agency and social welfare network meetings as directed by CRPM

Record Keeping and Reporting (20%)

- Provide pertinent information to Managers for reporting purposes
- Enter and maintain up-to-date records for iCARE (database) reporting
- Maintain case notes and ensure confidentiality and professional standards for record-keeping
- Maintain accurate documentation of activities related to contacts/activities with tenants, as well as contacts with partner organizations and staff
- Track and monitor program spending to implement approved budget
- Provide input into annual program plan and budget in relevant areas
- Manage assigned corporate credit card and account reconciliation

Team and Interdepartmental Support (10%)

- Attend ongoing relevant professional development and training
- Coordinate, mentor and evaluate Social Work practicum student(s)
- Identify and inform the CRPM of arising trends and needs and possible program gaps and direction
- Attend IRCOM staff meetings, team meetings and other program related meetings as requested
- Work with other programs on joint projects and/or the development of new programs as needed
- Follow IRCOM policies and procedures
- Other duties as required

REQUIRED QUALIFICATIONS

- Bachelor of Social Work (BSW) required, Masters of Social Work is an asset
- Registration with Manitoba College of Social Workers or ability to register within 3 months is required
- Minimum of 2 years' experience in the not-for-profit sector, community organizations or government, and/or an equivalent combination of skills and experience
- Demonstrated ability to provide psycho-social supports to vulnerable, high-needs clients using a case management approach
- Demonstrated skills and experience in crisis intervention, conflict resolution, suicide prevention and intervention, individual and family counselling
- Proven ability to assist clients to navigate various systems and experience in advocating with these systems
- Experience in program delivery, ideally in a settlement setting
- Knowledge and experience in developing community resources
- Existing knowledge of and/or connections with relevant newcomer settlement service providers
- Strong commitment to social justice and an anti-oppression framework understanding the ways in which systems and social forces (e.g., social policy, racism) interact to marginalize newcomer populations and how our role is to strongly advocate for the best services and rights for newcomers
- Culturally sensitive with a firm commitment to an asset-based, empowerment approach
- Deep awareness of the refugee experience, war-related trauma, and/or the immigration process
- Understanding of confidentiality and boundaries in a community setting
- High level interpersonal and cross-cultural communication skills
- Strong English written and oral communication skills
- Strong organizational skills and the ability to prioritize tasks
- Proficiency and familiarity with Microsoft Office suite
- Clear Criminal Record Check and Child Abuse Registry Check, upon hiring
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/aboutus/work-here/>)

DESIRED QUALIFICATIONS

- Preference will be given to applicants who are able to communicate in additional languages in common with IRCOM tenants
- International education/experience
- Lived newcomer experience
- Valid Class 5 Drivers License and access to a vehicle
- Completed Field Instructors Course, or is willing to take this course

Hours of work:

This is a full-time position for a maximum of 37.5 hours per week. Most of the CRS-SW's hours will take place between 9 - 5 PM, Monday to Friday with some additional evenings/weekends as per the needs of IRCOM programs. Hours may vary during crisis interventions.

This is a maternity leave term position that is anticipated to be 12 months.

Wage: \$26.31/hour

Benefits: Group Insurance Plan with extended health, dental, life and AD&D insurance
Professional development opportunities
Collaborative, family-friendly and supportive working environment

Application Process: All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. IRCOM supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities).

This is a preference competition. All applicants are encouraged to apply, however first consideration for this competition will be given to candidates with lived immigrant and refugee experience. Applicants are requested to self-declare at the time of application.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

Application review will begin after **12 pm, noon on Monday, August 10**
and will continue until a candidate is selected

Please direct applications and inquiries to:

HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.