



## JOB POSTING

<b>Position Title:</b>	<b>Settlement Case Manager – Arabic speaking</b> <b>(Maternity leave replacement: Aug 1, 2024 – March 31, 2025)</b>
<b>Reports to:</b>	Director of Settlement & Integration
<b>Position Location:</b>	4460 Beresford St. #100, Burnaby, British Columbia
<b>Hours of Work:</b>	28 hours per week, flexible schedule Monday-Friday with some evenings and weekends
<b>Starting Wage:</b>	\$24.05 per hour plus benefits package

The Burnaby Neighbourhood House (BNH) is a community-based social service non-profit agency that provides programs and services in response to identified community needs. The Settlement and Integration Program of BNH is providing a range of direct services to newcomer individuals, families and providing group information and orientation sessions to address the immediate settlement needs and support the long-term participation of newcomers in their new communities.

### Overview of the Position:

The Settlement Case Manager for the Arabic speaking communities, is an integral member of the settlement team responsible for creating a welcoming and inclusive environment for newcomer immigrants and refugees of all ages and backgrounds. The role involves direct service delivery to newcomers, team work with members of the Settlement and Integration team, and other BNH programs; to advance the quality of services, enhance collaboration and cross-referrals, facilitate community engagement opportunities for newcomers, and remove barriers for newcomers' participation in their new communities.

### Duties and Responsibilities:

- Provide a range of tailored settlement support and services to newcomer permanent residents and protected people, including multi-barriered cases.
- Provide settlement and orientation to clients through one-to-one and group activities and work with the Settlement Team to design and deliver orientation workshops on varying identified topics.
- Provide clients' case management - conduct related intake, initial needs/assets assessments and referrals to a range of in-house and community services for portfolio of newcomers.
- Facilitate creating a welcoming and inclusive community, where newcomers can find services, connections, and knowledge that will enable their success and inclusion.
- Collaborate and build relationships with other community agencies and settlement service providers.
- Maintain confidential files with timely and accurate records management and electronic data entry, analysis and reporting.
- Maintain quality services and review current systems to identify and resolve any issues.
- Deliver individualized action plans, provide monitoring, evaluation and ongoing support, coaching and linking newcomers to community and employment and income earning opportunities.

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*Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (səlilwətaʔ), Kwikwetlem (kʷikwəʔləm), Squamish (Sḵw̱xw̱ú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.*



- Maintain current inventory of resources for newcomers and stay up-to-date on trends in settlement policies and practices.
- Arrange support services for newcomers, including childminding, transportation, and language support.
- Facilitate and expand opportunities for newcomers to engage, connect and actively participate in the community, by navigating and collaborating with BNH and local community programs.
- Design and implement outreach strategies, collaborative initiatives, and activities to engage staff, volunteers, and participants in growing welcoming and inclusive communities.
- Facilitate and promote cross-cultural understanding and connections through a Justice, Equity, Diversity and Inclusion (JEDI) framework.
- Monitor and evaluate newcomer activities and provide feedback, and prepare narratives and statistical reports.
- Undertake any other tasks as assigned within the scope of the position.

#### **Qualifications and Experience:**

- Lived and work experiences related to migration and immigration processes.
- Strong teamwork, feedback, and stress management techniques.
- Degree or diploma in counseling and social services or 2-3 years equivalent experience.
- Experiences in settlement case management and service delivery to newcomers.
- Strong written and interpersonal communication skills.
- Knowledge/awareness of issues surrounding diversity and multiculturalism.
- Familiarity with non-profit and community agencies.
- Personal and professional experience in settlement and integration of newcomers in Canada.
- Knowledge of JEDI and anti-oppression frameworks, mental health, and trauma-informed practices.
- Fluency in English and Arabic.
- Current satisfactory Criminal Records Check and Standard First Aid certification.
- Passion for serving people, and creating safe spaces for newcomers to find a sense of belonging.

#### **Skills/Abilities:**

- Strong problem-solving, conflict-resolution, stress management and organizational skills.
- Ability to work independently and as part of a team.
- Experience in data management, analysis, budgeting, and financial management.
- Knowledge of community resources and networks related to settlement of newcomers, for referrals.
- Proficient in Microsoft Office, Google suite, and iCARE system.
- Ability to work flexible hours including evenings and weekends.
- Cultural competency and an understanding of different cultures and backgrounds.
- Understanding of the settlement and integration process for newcomers in Canada.

If you are interested in this opportunity, please submit your resume and cover letter at [gulalah@burnabynh.ca](mailto:gulalah@burnabynh.ca) by July 26, 2024.

We thank all applicants, however, only shortlisted applicants will be contacted

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