

**INTERNAL & EXTERNAL JOB POSTING**

**Complex Case Coordinator, Resettlement Assistance Program (RAP)**

ISANS is seeking a Full-time **Complex Case Coordinator** responsible for providing consistent and effective assistance to government assisted refugees with high needs and complex resettlement circumstances during their first months in Halifax. The Intensive case coordination service model provides clients with a wide range of resettlement services and referrals, based on individual needs with regular progress monitoring.

Complex Cases are clients who require a high degree of care/attention which is not provided by other services and may include:

- Severe mobility needs requiring external assistance for most "Activities of Daily Living"
- Mental illness and developmental disabilities
- Acute chronic conditions requiring ongoing specialist care
- Other extenuating or family circumstances which result in extreme overstays in temporary accommodations

Reporting to the Supervisor & Manager, Refugee Resettlement, this position will be responsible for:

**Provides support with arrival activities by:**

- Conducting intake and needs assessment with clients right after their arrival and the development of a customized initial resettlement plan
- Attend to urgent needs and circumstances
- Providing orientations focusing on services in the community, housing, transportation, affordable shopping and neighborhood resources.
- Referring to and working closely with services providers to address clients' immediate needs
- Coordinating referrals and the use of internal and external resources
- Providing support in navigating and mapping the resources available in the community
- Orienting and linking clients to federal and provincial programs
- Linking clients to banking services and ensuring that clients have initial understanding and skills to use the basic products
- Prepare special needs requests and secure resources to address clients' immediate needs
- Accompanying clients to service providers' meetings as needed
- Monitoring and reviewing the process and outcomes with clients and service providers and planning exit strategies and case closure;
- Creating clients physical and electronic files and maintaining confidential client filing system
- Updating all relevant client information on database in a timely and consistent manner

**Provides support with moving activities by:**

- Working closely with RAP Housing coordinator in order to secure suitable and affordable temporary accommodation
- Coordinating clients' moving schedule with the support of on-call workers, transportation providers and Settlement Team staff.
- Coordinating support with shopping for households, furniture and grocery
- Providing apartment orientation and ensuring that clients have basic skills and understanding of safe apartment living
- Developing printed materials in clients' language and share it with them as a supportive hand-outs to ensure their understanding of necessary steps to settle in their new community.

**General responsibilities:**

- Performing other duties as required
- Providing information as required for internal/external reports, proposals
- Reviewing and adhering to ISANS workplace health and safety policies; safety is everyone's responsibility
- Recording all relevant client information on databases in a consistent and timely manner as

appropriate to the position

- Attending regular Staff Meetings and Team meetings
- Attending training and development opportunities as appropriate
- Attending and providing support at ISANS events

**The ideal candidate for this position will have the following:**

**Education:**

- Bachelors Degree or
- Equivalent combination of education and experience will be accepted

**Experience:**

- 2 years' experience in a similar position and with people with complex needs
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects
- Experience delivering service face to face and/or online
- Experience with networking and outreach

**Knowledge:**

- Knowledge of local programs and community organizations that serve the immigrant population

**Skills:**

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

**ISANS Core Competencies**

**Cultural Competency; Equity, Diversity & Inclusion**

- Embracing the value that different perspectives and cultures bring to an organization

**Collaboration**

- Working collaboratively with others across the organization to achieve shared objectives

**Continuous Learning**

- Continually seeking new knowledge and skills, as well as developing existing capabilities

**Innovative Thinking**

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

**Accountability**

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

**Respect**

- Actively encouraging an environment of fairness, honesty and integrity for all

**Terms of Employment:**

- Indefinite term contract
- Full-time, 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance of in-person and virtual work.

**Commencement Date:** ASAP

**Closing Date:** Thursday May 23, 2024 – 4 p.m.

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**We wish to thank all applicants for their interest and effort in applying for this position.  
However, only candidates selected for interviews will be contacted.**