

**Community Resource Specialist - Social Worker (Isabel)  
February 2018**

**POSITION SUMMARY:**

Under the supervision of the Community Resource Program Manager (CPM) the Community Resource Specialist – Social Worker (CRS-SW) is an experienced and self-motivated individual committed to IRCOM’s vision and mandate of empowering newcomer families, many of whom are war-affected, to settle and integrate into the wider community through affordable transitional housing, programs, and services. The CRS-SW is a ‘people person’ who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills. A 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.

**POSITION OBJECTIVE:**

A primary responsibility of the CRS-SW is to work with “vulnerable clients,” that is, individuals (adults / youth / children) and families facing complex challenges and crises. Most families at IRCOM have endured and survived extremely traumatic experiences of war, destruction of home, loss of family, displacement and extreme marginalization. Despite this, most of our families draw deeply upon their strengths and are resilient in their adaptation to life in a very new and truly foreign environment. Some, however, face additional stressors that can include domestic violence, serious mental health issues including depression and suicidal tendencies, and family conflict including child abuse and neglect. The CRS-SW works closely with tenants/participants experiencing significant distress to provide crisis intervention and supportive counselling to individuals and family units using a case management approach. The CRS-SW also aids 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.

**Supports to Vulnerable Clients**

- Under the guidance of the CRPM, and working closely with IRCOM program leads and After School Program (ASP) in-house counselling supports, use a case management approach to collaboratively assess the needs of vulnerable clients (individuals and families), arrange, coordinate, monitor and evaluate and advocate for an array of multiple services to meet the specific client’s complex needs
- 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
- 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

**Community Education and Information**

- Work collaboratively with IRCOM team leads and ASP counselling supports to enhance education and information programming to address psycho-social support needs

**Program Operation**

- With CRP staff, conduct settlement-focused needs assessments and goal setting with tenants. May involve follow up home visits (at IRCOM Isabel) and drop-in information and orientation
- Attend and participate directly in various IRCOM programs with the aim of building trust and relationships with program participants
- Be knowledgeable about resources and partner agencies in order to make appropriate referrals and linkages
- Attend ongoing 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

**Communication and Coordination**

- Participate in the High Needs Support Team which provides guidance to the staff team on crisis response and serving the needs of vulnerable clients
- Provide pertinent information to Managers for purposes of reporting

- Responsible for relevant iCARE reporting (electronic database)
- Maintain case notes and ensure professional standards for record-keeping
- Attend IRCOM staff meetings and relevant trainings
- Work with other programs on joint projects and/or the development of new programs as needed
- Other tasks as assigned by CRPM or Director of Programming
- Attend relevant partner agency and social welfare network meetings as directed by CRPM

## QUALIFICATIONS

- Bachelor of Social Work required, Masters of Social Work is an asset
- Registration with Manitoba College of Social Workers or ability to register within 3 months is required
- A 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 in crisis intervention, conflict resolution, suicide prevention and intervention, individual and family counselling
- Demonstrated ability to assist clients to navigate various systems and experience in advocating with these systems
- 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
- Existing knowledge of and/or connections with relevant newcomer settlement service providers
- High level interpersonal and cross-cultural communication skills
- Strong English written and oral communication skills
- Preference will be given to applicants who are able to communicate in Arabic; fluency in additional languages in common with IRCOM tenants is an asset
- Strong organizational skills and the ability to prioritize tasks
- Experience in program delivery, ideally in a settlement setting
- Knowledge and experience in developing community resources
- Proficiency and familiarity with Microsoft Office suite
- Understanding of confidentiality and boundaries in community setting
- Clear Criminal Record Check and Child Abuse Registry Check, upon hiring
- Has taken the Field Instructors Course, or is willing to take this course
- International education/experience is recognized and valued
- Lived newcomer experience is an asset
- Valid Class 5 Drivers License is an asset

## Hours of work

This is a full-time position for a maximum of 37.5 hours per week. The CRS-SW's hours will take place predominantly during daytime and evening hours, Monday to Friday and some Saturdays.

The salary for this position is \$45,640/year. Must be legally entitled to work in Canada

To apply for this position please submit your resumé and cover letter by **February 19<sup>th</sup>, 2018** to:

The Hiring Team  
 95 Ellen Street  
 Winnipeg, Manitoba R3A 1S8  
 Email: [admin@ircom.ca](mailto:admin@ircom.ca)  
 Fax: 204-943-4810

**We thank all who apply and advise that only those selected for further consideration will be contacted. Your cover letter, resumé and/or application must clearly indicate how you meet the qualifications.**