



Resilia Community Wellness Centre is an incorporated, non-profit, charitable organization with its own Board of Directors. Resilia Centre serves the people of Winnipeg and other communities in Manitoba in four major ways: As an United Way agency it offers affordable therapy to couples, families and individuals; It provides the clinical facility where students in the Master of Marriage and Family Therapy (MMFT) program at the University of Winnipeg do the majority of their clinical training; We have a vibrant Newcomer Community Development Program funded through the Government of Canada and the Province of Manitoba that assists newcomers in successful settlement in our community. We lead a unique service model that brings together community, community-based agencies and the formal mental health system in an interdisciplinary team that provides for the needs of newcomers with moderate to severe trauma/PTSD through clinical treatment, cultural healing, trauma informed services and therapy. Resilia Centre strives to be culturally sensitive, inclusive and accessible.

We are seeking:

2 Full-time Case Manager position
Salary Range: \$ 66,000.00 - \$ 72,000.00

Position Overview: The Case Manager position is to screen and assess newly arrived refugees and connect them with a range of resources to help in their life long successful settlement in Canada. The Case Manager is responsible for performing triage assessment with newly arrived refugees, may also be involved in crisis counselling and with group facilitation. Knowledge and experience related to Trauma, War Trauma, Trauma-informed Care, PTSD, Group facilitation, and working across culture is required.

Duties include:

- Conduct eligibility assessments within Resilia criteria
- Develop case plans for clients to manage and identify risk factors and produce initial case management triage reports.
- Facilitate assessments in line with Resilia's protocols and established best practices.
- Assist and/or accompany clients in referrals to appropriate agencies.
- Refer clients to Resilia clinicians for crisis counselling as needed.
- May include working some evenings and/or weekends.

Qualifications and skills needed:

- Degree in Social Work, Community Development or related discipline. If you are a Social Worker, you must be registered with the Manitoba College of Social Workers. An equivalent combination of education and work experience may be considered.
- Two (2) years working cross-culturally with diverse immigrant and refugee communities.
- Two (2) years of demonstrated experience in case management.
- Demonstrated understanding and knowledge of the impact of Trauma, War Trauma, and psychological trauma (PTSD) within the newcomer communities.
- Demonstrated understanding of working across culture.
- Strong organizational and communication skills (both written and verbal)
- Demonstrated experience working with immigrants, refugees and interpreters.
- Demonstrated knowledge and experience of refugee process, experiences and supports.
- Fluency in languages relevant to our client populations is considered an asset.
- Demonstrated proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook), CARMIS and other client databases.
- Demonstrated ability to establish and maintain strong working relationships with others.
- Demonstrated ability to effectively manage multiple priorities and meet deadlines.
- Demonstrated ability in taking initiative and working well under limited supervision and remain calm and composed during stressful/emotionally charged situations.
- Demonstrated ability to maintain confidentiality when dealing with private/sensitive information.

Please submit cover letter, resume & three references by Monday, May 25, 2026 by 4:00 pm:

Wanda Yamamoto, Director of Finance & Administration
Resilia Community Wellness Centre Inc.
Email: w.yamamoto@resiliacentre.ca

Resilia Centre is committed to employment equity, welcomes diversity in the workplace, and encourages applications from all qualified individuals.

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

Resilia Community Wellness Centre requires a Criminal Record and Child/Adult Abuse Registry check prior to finalizing the appointment of a successful candidate. Valid Driver's License and use of personal vehicle is required.