

## JOB POSTING

<b>Job position:</b>	Case Manager, Team Lead
<b>Reporting to:</b>	Settlement & Resettlement Manager
<b>Location:</b>	Brandon
<b>Type of employment:</b>	Full-time, permanent
<b>Hours:</b>	37 hours per week, within the hours of 9am to 5pm, Monday-Friday, evening and/or weekends may be required
<b>Pay range:</b>	\$26-29 per hour, depending on qualification and experience

### **SUBJECT TO FUNDING**

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#### **Primary Function**

The Case Manager Team Lead will take the lead in assisting clients with multiple barriers in their settlement journey, using a case management approach. Having extensive knowledge of community resources, they will conduct comprehensive, client-centered needs assessments and connect clients with both internal services and appropriate external agencies as required.

#### **Essential Functions + Responsibilities**

- Perform thorough needs assessment, prepare settlement plan, and refer to internal staff and/or external agencies to address determined needs
- Assess complexity of cases and assign them to facilitators accordingly
- Ensure all cases are followed up and that Case Manager maintain a manageable case load
- Cultivate and maintain strong relationship with community partners to ensure smooth referral process
- Maintain a caseload of high need, multi-barriered clients
- Facilitate crisis counselling sessions for clients (individual and group)
- Debrief with Westman Immigrant Services staff following crisis situations and coordinate appropriate follow up support
- Conduct training for newly hired Case Manager regarding the case management model
- Provide guidance to Case Managers in managing high needs cases
- Identify professional development needs of the Case Managers with regards to complex cases and make recommendations to the Manager with regards to training needs
- Develop partnerships with service providers, participate in committees in the community to strengthen the relationship between partners and Westman Immigrant Services
- Respect professional boundaries and maintain client confidentiality
- Participate in professional development activities to remain current in the field
- Participate in regular performance review and program evaluation process
- Maintain accurate client records and report on activities monthly and annually
- Other duties and responsibilities may be assigned

#### **Knowledge, Skills and Abilities**

- Eligible for and maintains licensure to practice as a Social Worker in the province of Manitoba
- Experience in working with newcomers (immigrants and refugees)
- Able to work in a culturally diverse environment
- Leadership, organizational and time management skills
- Additional languages are an asset
- Excellent oral and written communication skills

#### **Basic Qualifications**

- A Post-Secondary education in Bachelor of Social Work or Social Service-Related degrees and 2 to 3 years related work experience are position requirements

If you are interested in this position, please send a reply with a cover letter and resume by email, to: [hr@westmanimmigrantservices.ca](mailto:hr@westmanimmigrantservices.ca)

**Deadline to apply March 16, 2022**