**JOB TITLE:**
Triage Counsellor

**TITLE OF IMMEDIATE SUPERVISOR:**
Settlement (NAARS/Triage) Services Manager

**JOB CLASSIFICATION AND STATUS**
Term Contract & In Scope

**ORGANIZATIONAL PROFILE:**
The International Women of Saskatoon (IWS) is a grassroots women’s organization and a registered charity established in 1985 with the mandate to help improve the status of newcomer/ immigrant/refugee women and their families residing in Saskatoon and area by assisting them, using innovative programs and delivery strategies, to become full participating members of Canadian society.

**PROGRAM DESCRIPTION: The Triage (Case Management Coordination) Program**
This program is designed to use a team-based approach, through a Brokerage/Generalist Case Management Model and in collaborative partnership with other service providers, to coordinate specialized supports for Refugees and other multi-barrier newcomer clients in Saskatoon and Regina, with the goal of helping the clients achieve an optimum quality of life through:

- comprehensive needs assessments,
- developing settlement planning,
- facilitating referrals for timely access to services that enhance life skills, address physical and mental health needs,
- conducting follow-ups to ensure that the intended client outcomes were achieved for/by the clients; and,
- maintaining up to date records of all contacts and supports provided to clients

**SCOPE OF THE WORK:**
Reporting to the Settlement (NAARS/Triage) Services Manager, the Triage Counsellor plays a pivotal role in the day-to-day operations of the NAARS/Triage team at IWS. This role requires an experienced, skillful, knowledgeable, humble, patient, compassionate and culturally sensitive individual who understands internal and external service delivery strategies as they relate to coordinating client services using a menu of service options.

This position will triage client flow, using multi-service strategies, namely: face-to-face, remote/online and telephone; it also requires a demonstrated collaborative mind-set with experience in cross-sectoral work.

The person in the position would also be required to adopt anti-oppressive, feminist and gender-based principles in conducting client services.

**TASK DESCRIPTION:**

- Contribute to the creation of a welcoming and safe environment for clients.
• Engage with clients experiencing significant barriers (i.e. trauma) to establish a supportive and trusting relationship to assist with their settlement and integration process.
• Collaborate with other Needs, Assets Assessments and Referral (NAARS)/Triage team members and maintain effective communication to ensure client’s needs are addressed.
• Establish strong working relationships with personnel from other Case Management (CM) serving agencies in order to broker access to mainstream services.
• Collaborate across agency programs and cultivate relationships with other community organizations to ensure client and agency goals are met.
• Assist with the intake process where needed for clients with high needs and complex issues.
• Work with clients in caseload to develop strengths-based, goal-oriented service plans to support clients or their path to stability, self-sufficiency and integration.
• Conduct comprehensive needs assessments with clients and provide assistance with complex cases and refer to supporting services as needed.
• Pay special attention to the needs of particularly vulnerable clients, such as: refugees, women, children, youth and seniors.
• Identify client’s specific needs, characteristics, barriers, short and long term goals using approved NAARS assessment model and social work practices.
• Provide comprehensive case management triage to include: advocating for and facilitating access to benefits, connecting clients to medical care and education services, conducting home visits and facilitating community navigation and the creation of social support networks.
• Arrange for services by: Making referrals and linkages to services and arranging for a “hand-off” to referral agency.
• Using specialized techniques, provide initial solution focused counseling, consultation and support to clients encountering difficulties in adjusting to life in Canada and assisting them in the resolution of these difficulties.
• If necessary, provide brief counseling services that require immediate attention.
• Liaise with CM serving agencies to review case progress and determine case closure.
• Follow up within an appropriate time with clients to determine service satisfaction and inquire on additional settlement needs.
• Assist Clients to make informed decisions by acting as their Advocate when necessary.
• Ensure complete, accurate and timely documentation for each case file in accordance with funding requirements.
• Document client interactions at all stages using the approved NAARS/Triage model and IWS’ data management system in accordance with IWS and the funder’s requirement.
• Secure the confidentiality of all client files, case notes, and settlement plans in accordance with IWS privacy and record management policies.
• Create and maintain timely, accurate and comprehensive record of all clients both electronically and in paper files.
- Compile accurate service statistics and outcome data and maintain organized client records to be used for reporting purposes.
- Develop comprehensive narratives and statistical reports that are in compliance with the funding agreements.
- Participate in mandatory Unit meetings, staff training and other agency events.
- Perform other duties related to the position and in furtherance of the mandate of the Organization.

FACTOR INFORMATION

EDUCATION & EXPERIENCE

- A Bachelor’s degree in a relevant field
- Minimum 2-3 years Trauma-informed case management experience
- Minimum 4-5 years experience in the area of Human/Social Services
- Extensive work experience with newcomer population in Canada, required
- Proficiency with MS Office Suite, database applications, internet applications, and social media
- Fluency in spoken Arabic or Chinese or Tigrinya and/or French would be an asset

CORE COMPETENCIES

- Excellent knowledge of case management principles
- Thorough knowledge of Saskatchewan’s immigrant/newcomer settlement programming and provincial and national immigration and settlement policy
- Understanding and critical analysis of challenges and systemic barriers to integration for newcomers
- Proven ability to communicate, collaborate and advocate effectively with a broad range of stakeholders
- Passion for people and social justice
- Empathy, cultural sensitivity and an anti-oppression approach
- Alert to cross-cultural differences in dealing with vulnerable immigrant clients and to their unique needs
- Strong decision-making skills to determine the case complexity according to a pre-defined framework of criteria
- A strong passion and a clear vision for delivering high impact services to immigrant and refugee populations and other communities of color
- Ability to respond positively to high stress and crisis management situations
- Ability to create a relationship of trust with the Client, while maintaining professional boundaries
- Excellent verbal and written communication skills
- Analytical skills with a strong attention to detail - particularly with numbers, spelling and grammar
- Demonstrated ability to handle competing priorities
- Ability to effectively communicate with clients who are preliterate and/or learning English
**INTERNATIONAL WOMEN OF SASKATOON (IWS)**

- Strong computer and writing skills to ensure effective case file maintenance
- Ability to work collaboratively and cooperate within a team environment while demonstrating exceptional inter-personal skills in building and maintaining relationships
- Excellent Organizational, planning and time management skills
- Ability to work in a self-directed manner, establish priorities and adhere to strict deadlines

### EFFORT

- Will have multiple priorities with frequent interruptions
- Manages the efforts of groups and individuals with varying interests, perspectives and timelines

### WORKING CONDITIONS

- Will work in an office environment
- Flexible schedule that prioritizes clients’ needs and capabilities
- May work evenings and weekends as required

### HOURS OF WORK & SCHEDULE

- 35 hours/week
- Typically, 9 am to 4:30 pm, Monday to Friday

### WAGE & BENEFITS

Negotiable

### CONTRACT DURATION

Up to March 31, 2021

### CONTACT INFORMATION

**APPLY TO**

Please send your resume and cover letter, using the Position “Triage Counselor” as subject, to:
The Human Resources/Operations Manager
International Women of Saskatoon
careers@iwssaskatoon.org

**APPLY BY**

July 21, 2020 at 5pm

**NOTE**

We wish to advise that only those individuals who have been shortlisted for interviews will be contacted.