



INTERNATIONAL WOMEN OF SASKATOON (IWS)

JOB TITLE:
NAARS Case Worker
Location: Regina
TITLE OF IMMEDIATE SUPERVISOR:
Manager - Settlement Services
JOB CLASSIFICATION & 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 the Canadian society.
PROGRAM DESCRIPTION:
<p>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 support for Refugees and other multi-barrier newcomer clients in Saskatoon and Regina, with the goal of helping the clients achieve optimum quality of life through:</p> <ul style="list-style-type: none">• 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:
<p>Reporting to the Manager, Settlement (NAARS/Triage) Services, the NAARS Case Worker will be having to deal with Client interactions that involve confidential and sensitive situations, the person in this position is required to liaise with other members of the NAARS team in order to conduct needs assessments, develop personalized service plans, conduct referrals, enter/process client data, conduct client follow up activities and develop reports.</p> <p>The person in the position would also be required to adopt trauma informed practice, anti-oppressive, feminist and gender-based principles in conducting client services.</p>
TASK DESCRIPTION:
<ul style="list-style-type: none">• Contribute to the creation of a welcoming and safe environment for clients.• Conduct needs and assets assessments with clients using a trauma informed approach to interviewing.• Be flexible and use a variety of delivery methods including face to face (in-office, off-site and home-visits), online (Zoom), and telephone (WhatsApp or phone call).• Identify client's specific needs, assets, characteristics, barriers, and short and long-term goals using approved NAARS assessment model and theme-based questionnaire.

Saskatoon Main Office:301-336 5th Avenue North, S7K2P4

Telephone: (306) 978-6611 (306) 651-5272

Email: info@iwssaskatoon.org

Regina Satellite Office:

100-2445 13th Ave, S4P0W1

Telephone: (306) 525-5272

Email: infohub.regina@iwssaskatoon.org

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- Liaise with approved language Interpreters to ensure accurate and timely determination of clients' needs.
- Determine the level of the client's need using the Case Coordination and Case Management Tier definitions and Matrix.
- In cases where crises or complex cases are identified, liaise with the Triage Counsellors to ensure the clients are fully supported.
- Identify programs and support services in the community that are deemed the best fit for the client's needs.
- Develop strengths-based, goal oriented, and personalized Settlement Action plans to support clients with their settlement and integration process.
- Conduct client referrals and liaise with Case Coordination and Case Management partner agencies to review client progress.
- Assist clients to make informed decisions by acting as their Advocate when necessary.
- Conduct prompt telephone and/or email follow-ups with clients to ensure that clients are receiving the identified supports as per their Settlement Action Plans.
- Schedule follow-up appointments using the approved follow up timelines.
- Document all client interactions in a narrative/qualitative format using the approved NAARS/Triage templates.
- Complete data entry tasks using the IWS's data management system in order to track client outputs and outcomes as per the funder's requirements.
- Liaise with the administrative team to ensure a prompt handover of client files.
- Assist the clients with the intake and registration process when necessary.
- Secure the confidentiality of all client files, case notes, and personalized Settlement Action Plans in accordance with IWS privacy and record management policies.
- Organize and maintain accuracy of all records, including paper and electronic files.
- Compile and submit to management monthly and quarterly statistical data, client success stories, challenges and trends in accordance with the funder's requirements.
- 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 Social Sciences/Humanities
- Experience with Case Management and/or non-therapeutic counselling with vulnerable clients
- Minimum 1-2 years providing direct services to refugees and immigrants
- Proficiency with MS Office Suite, database applications and internet applications
- Strong English Language Communication skills (Minimum IELTS 7 or CLB 9)
- Fluency in Ukrainian, Tigrinya, Arabic, Spanish, Swahili or Somali is a mandatory requirement
- Valid driver's license and access to a vehicle
- Clean criminal record check and vulnerable sector search

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CORE COMPETENCIES
<ul style="list-style-type: none">• Thorough knowledge of Saskatchewan’s immigrant/newcomer settlement programming and provincial and national immigration and settlement policy• Sound knowledge of case management principles• Empathy, cultural sensitivity and anti-oppression approach• Critical thinking and the ability to navigate clients’ complex issues• Passion for people and social justice.• Ability to manage time, maintain appropriate boundaries and prioritize tasks• Alert to cross-cultural differences in dealing with vulnerable immigrant clients and to their unique needs• Ability to work with diverse staff as well as a strong commitment to supporting the collective efforts of the team in accomplishing program objectives and goals• Ability to create a relationship of trust with the Client, while maintaining professional boundaries• Working knowledge of community resources for immigrants and refugees• Strong Internet research and computer skills, especially with Outlook, Word and Excel• Ability to effectively communicate with clients who are preliterate and/or learning English• Ability to work collaboratively and cooperate within a team environment while demonstrating exceptional interpersonal 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• A valid class 5 drivers’ license and a current driver’s abstract demonstrating a safe driving record.
WORKING CONDITIONS
<ul style="list-style-type: none">• Will work in an office environment• Flexible schedule that prioritizes clients’ needs and capabilities• May work evenings and weekends as required
EFFORT
<ul style="list-style-type: none">• 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
HOURS OF WORK & SCHEDULE
<ul style="list-style-type: none">• 35 hours/week• Typically, 9 am to 4:30 pm, Tuesday to Saturday
WAGE & BENEFITS
Negotiable
CONTRACT DURATION
April 10, 2023 – September 30, 2023

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CONTACT INFORMATION
Send your application (cover letter and resume) along with two direct supervisor references and one character reference to: Human Resources/Operations Manager, International Women of Saskatoon, careers@iwssaskatoon.org
APPLY BY:
March 13, 2023
NOTE:
Please send in your application, using NAARS Case Worker (Regina) as the subject of the e-mail. We wish to advise that only those candidates who have been selected for an interview will be contacted.

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