



Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to engage and integrate all immigrant women and their families in the community. We are seeking an individual who shares our values of Integrity, Equity, Inclusiveness, Innovation and Leadership.

Empower Immigrant Women. Enrich Canadian Society.

**Case Manager – Dari Speaking
Full time - 37.5 hours per week
Limited term contract (till March 31, 2022)
Competitive salary and benefits package**

The Case Manager works with a multi-disciplinary team to coordinate care and services for immigrant and refugee women to lead healthier lives and achieve self-sufficiency if possible. Services can be provided in-office or in the community and include emotional support, individual assessment, development of individual case plans, supportive and mental health counselling, life skills coaching and community referrals, basic needs and resource coordination including access to medical, psychosocial, physical and spiritual supports.

DUTIES AND RESPONSIBILITIES

- Guide clients in identifying areas of need and developing goals, and assist in developing and maintaining client case plans which are assessed regularly
- Assess client needs, evaluates effectiveness of case plan and progress made by client, and participate in case review with client care providers
- Support clients to access community resources, including, housing, food, clothing, vocational opportunities or services, life skills, mental health services, addictions services and spiritual support services
- Assist clients in identifying and maintaining peer support
- Advocate for clients when necessary to ensure to adequate care, treatment and services from service providers
- Maintain comprehensive client files, which may include documents held for safekeeping on behalf of the client.
- Complete community referrals; assisting clients in applying for AISH, Income Support, CPP and Access Calgary as needed
- Build ongoing relationships, connections and actively communicates with current community partners
- Collaborate with community agencies and partners regarding the needs of the client
- Provide ongoing education and support to staff in areas that are relevant to the competencies surrounding the care and support of clients - areas may include mental health, cultural competency, healthy relationships, grief and loss and so forth.
- Support clients to and from appointments as needed
- Create and submit monthly progress reports.
- Participate in training and professional development opportunities
- Attend and participate in CIWA events
- Other duties as assigned by the Department Manager including requests for additional paid hours on a temporary basis when needed

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA

- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Excellent supportive and active listening skills.
- Excellent communication skills at all levels – writing, listening, speaking
- Strong client focus – understanding of client self-determination, keeping the client engaged and participating in their own well-being using the strengths based perspective
- Non-judgmental
- Maintain professional boundaries, attitudes and practices with clients at all times

QUALIFICATIONS

- A university degree in social work, psychology, health sciences or education counselling is preferred
- 5+ years' experience providing frontline service to newcomer and refugee women
- Case management and assessment experience with vulnerable populations
- Must demonstrate time-management abilities and problem solving and decision making skills
- Appreciation and knowledge of cultural diversity/experience working with an immigrant population
- Non Crisis Intervention training and ASIST (or willing to complete)
- Strong knowledge of community health issues, services and community integration
- Strong team work skills and the ability to work using a participatory management style
- Proven experience in proposal/report writing
- Computer literacy and strong communication skills including writing skills
- As the position requires traveling, a valid driver's license and reliable vehicle is required
- Ability to work independently and as part of a team
- High motivation and positive attitude
- Fluency in Dari required

Pre-employment requirement: Successful candidate must clear Police Check including Vulnerable Sector Check.

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive, please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
 Suite 200, 138 - 4th Avenue SE
 Calgary Alberta T2G 4Z6
 Fax: 403.264.3914
 Email: careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.