



SETTLEMENT ORIENTATION SERVICES

10 September, 2015

Community Case Manager

Reporting to: Director, Settlement Orientation Services (SOS)

Location: #207 – 744 West Hastings, Vancouver

About SOS

SOS is a community-based organization that supports refugee claimants in navigating Canada's refugee determination process. We provide first language settlement services for refugee claimants in BC as well as health promotion and case management services for refugee claimants, refugees and recent immigrants living with HIV.

Our Mission

Empowering refugees to reach their full potential and build a new future in B.C.

Our Vision

We envision a society that celebrates diversity and that welcomes and empowers refugees regardless of their legal status while providing them opportunities to actively participate in society.

Our Values

- **Integrity:** We are guided by the principles of accountability, transparency and honesty in our work and in our relationships with those we serve, our funders, community partners and the public.
- **Quality:** We work to deliver innovative, timely and professional services that are grounded in a deep commitment to creating the best possible outcomes for refugees and for our community.



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- **Respect:** We value service delivery that is grounded in mutual respect, diversity and inclusion. We are dedicated to creating a welcoming and safe space for refugees and their families.
- **Commitment:** We are guided by the fundamental commitment to act in the best interest of those we serve and to provide them with the tools they need to successfully navigate Canada's refugee protection process.
- **Community:** We value being part of a passionate service community that is dedicated to empowering refugees and we believe in working collaboratively with community partners to best serve refugees and their families.

Position Summary:

The Community Case Manager, working within a harm reduction model, will provide a low barrier service to recent immigrants and refugees living with HIV by offering community intake and assessment, referrals, liaison, care coordination and advocacy to address health needs to maximize their quality of life and clinical outcomes. The Community Case Manager will engage resources to facilitate access to health services, housing resources, food security, income security, disability benefits, legal assistance, and psycho-social supports with a focus on brief interventions to address care needs that are generally able to be completed over a period of 1 week to 3 months. The Community Case Manager will utilize a standardized assessment tool to assess needs and refer clients unable to engage in their care plan to clinical services such as the PHC interdisciplinary IDC team and VCH Clinical Case Management Team (STOP Team). The Community Case Management team will work in close collaboration with the VCH HIV Clinical Case Management Team (STOP Team) to ensure seamless transition between teams. This position is part of a sub-contract with Aids Vancouver and reports to the Director of SOS and receives clinical supervision from the Health Promotion and Community Case Management Supervisor at Aids Vancouver.



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Duties:

- Consults with the Supervisor on client and program issues and directions;
- Strives to assist persons living with HIV/AIDS to achieve stabilized and sustained health, and to improve their quality of life;
- Supports the provision of services through a drop in and appointment based structure;
- Assesses clients through a standardized assessment process established in collaboration with VCH/PHC;
- Assesses clients to address health status, financial issues, legal issues, housing status, transportation, social support, nutritional health and/or mental health/addictions;
- Identifies and refers clients requiring the support of the Clinical Case Management teams;
- Develops a documented plan and establishes tasks and timelines based upon client-identified needs;
- Facilitates referrals and linkages to social supports and clinical teams such as counselling, income, housing, food, legal support, immigration/settlement issues, education, employment training, social support resources, linkage to Primary Care and Clinical Case Management, and/or linkage to mental health and addictions services;
- Advocates on behalf of clients to address barriers to service;
- Maintains thorough knowledge of eligibility criteria, application processes and appeals procedures for government and community programs/services;
- Maintains current knowledge of resources and services;
- Networks with service providers and builds collaborative inter-agency partnerships;



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- Coordinates network of services on behalf of clients by bridging communication gaps between client and service providers, attending, and/or arranging client case conferences and accompanying clients to appointments as appropriate;
- Refers clients to other AIDS Vancouver support services and/or other community services;
- Completes all necessary case management documentation for client files;
- Attends bi-weekly case consultations and update meetings with the Clinical Supervisor;
- Participates in special projects to strengthen and develop the case management program as assigned;
- Stays up to date on developments in HIV/AIDS related issues;
- Collects outcome indicators by compiling quantitative and qualitative statistics related to client and/or program services;
- Participates on internal and external committees relevant to program services as directed by the Supervisor;
- Participates in developing and implementing department work plans;
- Participates in professional development opportunities as required;
- Attends all staff meetings as called by the Director and/or the Supervisor when scheduled during regular working hours;
- Complies with agency policies and procedures;
- Performs other related duties as required.



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Qualifications:

Education and Experience:

- Completion of a Bachelor's degree in an Allied Health discipline such as Social Work, Clinical Psychology or Nursing or a combination of education, training and experience which includes direct client service experience in HIV/AIDS.
- Two years HIV case management experience in a community setting;
- Direct experience working with recent immigrants and/or refugees and in a culturally diverse environment;
- Language skills in any of these languages an asset: Spanish, Cantonese, Mandarin, Vietnamese, Farsi, Dari, Hindi, Punjabi, or others;
- Demonstrated skills in program development and building partnerships among allied service providers;
- Direct experience in working with risk factors related to sexual health, mental health, substance use problems and/or homelessness or inadequate housing;
- Direct experience in harm reduction work;
- Direct experience working in an outreach capacity in an urban setting;
- Direct experience working with cross-cultural practice;
- High degree of familiarity with government systems and community resources.

Skills and Abilities:

- Ability to communicate effectively, both verbally and in writing;
- Ability to analyze and resolve problems;
- Ability to work independently and in cooperation with others;
- Ability to plan, organize, and prioritize;



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- Ability to establish and maintain rapport;
- Sensitivity in working with marginalized and vulnerable populations;
- Knowledge of HIV/AIDS, STIs and related social, political and care issues and their impact on the community;
- Knowledge of issues related to diversity, marginalized populations, population health, and the needs of persons living with HIV/AIDS;
- Physical ability to carry out the duties of the position.

Please send a cover letter and your resume to Kerstin Walter, Director, SOS at kwalter_sos@vrsa.ca. Application will be reviewed on a rolling basis with interviews to be scheduled in the week of October 19, 2015.