



**HOUSING CASE MANAGER, RESETTLEMENT ASSISTANCE PROGRAM (RAP)  
(Posted: July. 30<sup>th</sup> until August. 13<sup>th</sup>, 2024)**

**Job ID #:** 24071-Settlement

**Position:** **Housing Case Manager - Swahili, Kinyarwanda and/or Somali is required**  
Resettlement Assistance Program (RAP) – Surrey and Richmond  
Regular full-time position at 35 hours per week (Tuesday-Saturday) starting as soon as possible

**At ISSofBC we believe in:**

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

**Summary:**

Under the supervision of the Manager - RAP, the Housing Case Manager will provide in-office assistance to GARs (Government Assisted Refugees) staying at Welcome Centre/Hotels in their search for long-term rental housing within Metro Vancouver.

**How You'll Make a Difference**

- Coordinates and monitors the housing search of all GAR units (family) during their initial stay at Welcome Centre. Keeps Welcome House Coordinator and RAP Case Worker informed of "housing search status" of GAR units. Informs RAP Case Management Supervisor and Manager of any issues with the housing search which might result in longer stay at Welcome House.
- Provides general information on Greater Vancouver rental market to GAR clients during Welcome House information session and individualized assistance, based on clients' preferences, budget, and special needs.
- Provides a minimum of one housing options to GAR clients who need support in finding housing. Makes initial contact with landlord/building manager to get appropriate information (rental cost, superficies, etc.) and arranges for a visit.
- Accompanies GAR clients on housing visits as needed or arrange for a volunteer to accompany the client.
- Maintains a current listing of building managers renting to GAR clients and a listing of sources for finding housing options (list of websites, contacts, etc.).
- Liaises with landlords and building managers to facilitate renting opportunities for future clients.
- Orders furniture and household goods packages delivery to clients' new permanent address and follow up on delivery related issues.
- Orders utilities, such as phone/cable/internet packages, gas and hydro, based on clients' needs and preferences.

- Provides administrative support related to rental information such as, but not limited to, monthly listing of clients' permanent addresses, completion of IRCC rental information forms and applications to BC Housing.
- Performs other related duties as assigned.

**What You Bring:**

Diploma in social services or other related field, OR an equivalent combination of education, training, and experience acceptable to the employer. Minimum of one (1) year recent, related experience in settlement services. Second language in **Swahili, Kinyarawanda and/or Somali is required.**

**What Makes You a Change Maker**

- Demonstrated effective communication in both written and oral English.
- Proven ability to work with people from diverse backgrounds.
- Demonstrated ability to operate related office equipment.
- Demonstrated proficiency in Windows applications, software and databases.
- Possession of and ability to maintain a clear BC Criminal Record Check.

**ISSofBC Value Proposition**

- Starting Salary Range: \$24.62 – \$ 27.09 per hour. \*Dependent on education/training/experience/internal equity. Wage grids are reviewed annually
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits upon joining.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Inclusive Culture: Collaborative peers with a wide range of backgrounds and talents
- Innovative workplace with opportunity for new approaches

**If you are passionate about making a difference, apply now!**

Applications must include "**24071-Settlement**" in the **subject line** and can be sent to: [jobs@issbc.org](mailto:jobs@issbc.org). \*\*All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

*For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.* Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. **Closing Date: August. 13<sup>th</sup>, 2024**