

# POSTING

## OUTREACH CASE WORKER

### Arabic or Tigrinya Speaking

Permanent Part Time (21 hours per week)

### Moving Ahead Program

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The Case Worker provides first-language one-on-one or family services for vulnerable refugees/immigrants through a wraparound service approach, including outreach, eligibility screening intake, assessment, goal oriented action planning, orientation, supported access to services, service bridging, progress monitoring, exit planning, and transition support.

#### KEY DUTIES AND RESPONSIBILITIES

- Adopt creative strategies and establish appropriate community partnerships to reach/recruit client target group and to provide orientation to clients, if applicable.
- Conduct eligibility assessment and program intake process
- Conduct needs assessment in client's home
- Facilitate case management and develop Wraparound Support Services Plan with each client that sets goals to achieve during service period. The Plan should aim to achieve both personal life goals of clients and relevant program outcomes
- Establish appropriate linkages to other Service Providers to facilitate referrals and to ensure a coordinated support system for the client
- Provide individualized service and other supports to enhance clients' readiness for regular settlement service or other services in the community
- Provide on-going counseling and coaching to clients to ensure that Settlement Plans are being followed and regularly reassessed, appropriate referrals and assistance are provided, and client's progress toward expected outcomes is tracked
- Maintain confidential files, documentation using OCMS Database, and reporting requirements as directed by Immediate Supervisor in accordance with OCS Policies, COA Standards, and Funding Expectations

#### QUALIFICATIONS

##### Education, Training, and Experience

- A Bachelor's Degree (or equivalent combination of training and experience) in a related field, and related experience working one-to-one and in a group setting with immigrants and refugees
- Experience and a strong understanding of case management
- Experience with case file documentation and database information management
- Interpretation certification and/or training an asset

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**NOTE: Applicants not selected for an interview will not necessarily be notified.**

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

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