

Job Description

JOB TITLE

Pre- and Post-Arrival Supports and Services (PASS) Case Manager

JOB PURPOSE

The Pre- and Post-Arrival Case Manager works closely, flexibly, and energetically with the PASS Program Manager, providing casing management services, guidance, support, information and resources to Internationally Educated Nurses (IEN's), reflecting the missions and goals of CARE Centre for Internationally Educated Nurses (CARE Centre) and Regina Immigrant Women Centre, in order to enable individuals to meet their professional goals.

SALARY RANGE

\$65,000 - \$69,500 (37.5 hours/week; Mon-Fri)

POSITION LOCATION

Regina Immigrant Women Centre (RIWC) 3988 Albert St #211, Regina, SK S4S 3R1

ORGANIZATION

Reports to: Program Manager Direct Reports: -

JOB ACCOUNTABILITIES AND RESPONSIBILITIES

Case Management

- Provide one-on-one career and employment counseling and gives information on all aspects related to, nursing assessment processes in Canadian provinces and territories, employment search, labour market, career planning, employment law and standards, human rights legislation, and networking skills.
- Meets with PASS participants (online and in-person) to assess their settlement strengths and needs
- Conduct client orientations and ongoing case management.
- Provide post-arrival information and referrals to all clients before landing in Canada
- Maintain clients' records in federal database by reviewing case notes; log events and progress.
- Facilitate webinars for internationally educated nurses on diverse nursing-related topics
- Work with Program Manager to develop new webinar modules; research, design, and implement new ones
- Critique PASS participants' resumes, cover letters, LinkedIn profiles; provides suggestions for improvements and corrections
- Support job search strategies and conduct mock interviews
- Respond promptly to inquiries, concerns and problems related to registration and enrollment.
- Assist clients to prioritize their settlement needs; facilitates referrals to the most appropriate services

Outreach

 Develop relationships with, and promoting awareness of CARE Centre services to PASS service delivery partners and relevant external organizations

Program Support and Administration

- Work with the Program Manager and Program Coordinator to achieve program success
- Assists in developing and sustaining collaborative partnerships with PASS delivery partners for the establishment of project scheduling and deliverables
- Files all project documents in an appropriate database or library; ensures that all documents are accurate and accepted by Program Manager.
- Provide administrative and technical skills to support a project to success
- Work closely with Marketing Department to develop and implement a marketing and outreach plan to promote program
- Works with Program Manager in preparing program materials and implementing program activities
- Prepare and distribute briefs and relevant program materials, as requested
- Conduct policy research and literature review, as requested
- Assist in preparation of program information and statistics for funder reports, as requested
- Participate in continuous quality improvement initiatives and staff meetings
- Distribute periodic evaluation forms to PASS participants and stakeholders
- Collect and validate data for inclusion in PASS Narrative and Annual reports for Immigration, Refugees and Citizenship Canada
- Assists with preparation for conferences/events
- Represents CARE Centre at community outreach events, providing information/brochures and promoting awareness of agency services
- Participates in continuous PASS Program quality improvement for participants

Other Duties as Assigned

QUALIFICATIONS

- Bachelor's Degree or Diploma in Nursing, Settlement, Migration and Refugee Studies, Project Management, Human Resources, Psychology, or related degree with 5 years' experience
- Experience developing eLearning courses materials, instructional design, and conducting webinars and face-to-face training
- Knowledge of Canadian nursing assessment processes, employment laws and regulations, human rights system and employment and labour market
- Prior work experience in a non-profit or settlement organization is a plus
- Demonstrated abilities in program planning, community outreach, and partnership development
- Knowledge of current immigration procedures and government rules & regulations
- Understanding of pan-Canadian nursing regulatory requirements, Canadian academic and healthcare systems, and barriers facing Internationally Educated Nurses
- Strong organizational, problem-solving, interpersonal, counseling, facilitation, and moderation skills
- Excellent English oral/written communication and public presentation skills
- Cross-cultural competency and experience working with people from diverse linguistic and ethnocultural backgrounds
- Computer proficiency, including database management, knowledge of Microsoft Office Suite of products
- Experience in the delivery of client-focused information management, data management and/or records management services.
- Compassionate, flexible and committed to client-centred care
- Ability to work effectively as a team member and independently
- Ability to manage multiple priorities under pressure, trouble-shoot and meet short- and long-term deadlines
- Excellent critical and creative thinking and analytical skills

- Knowledge and Skills: Proficient Demonstrates currency in the knowledge, skill, and expertise required for own
 job/role
- **Organizational Commitment: Proficient** Understands and commits to the organization's mission, vision, and values, and aligns position to overall objectives of the organization
- **Respect and Interpersonal Relations:** Advanced Understands underlying issues and unspoken thoughts, and adjusts approach accordingly
- Communication: Proficient Ensures effective communication and understanding
- Teamwork and Collaboration: Proficient Supports team activities and shares ideas, concerns, and solutions with the team
- Service Orientation: Proficient Understands and appropriately responds to clients' requests
- **Result Orientation: Proficient** Takes accountability for the area of work and meets individual, team, and organizational goals and objectives
- Problem-Solving and Decision Making: Proficient Identifies, analyses, and considers options to solve a problem
- Leadership: Proficient Leads self and demonstrates commitment and compliance
- **Risk Management: Proficient** Operates in accordance with the organization's policies and procedures to minimize risks to self, others, or the organization

PHYSICAL DEMANDS

- Light, with occasional medium physical demands for lifting, pushing, pulling
- Manual dexterity required to use computer and office equipment

WORKING CONDITIONS

- Flexibility within program operating hours; occasional evening and weekend work
- Infrequent travel

HOW TO APPLY

Please include: "PASS Case Manager Application: SK" in your email subject line and send your resume and cover letter to Meghan Wankel at mwankel@care4nurses.org