



JOB DESCRIPTION

TITLE OF POSITION: Level 1 Caseworker

COMPASS Refugee Centre is a charitable organization focused on bringing support to people seeking asylum in Canada through the refugee claimant process. We are funded through the generosity of foundations and donors (individual, corporate, and faith-based organizations), as well as through grants and fundraising events. We are currently seeking an individual who can live out our mission and vision as an entry level caseworker at COMPASS.

Our Mission: to assist, accompany, and advocate for refugee claimants in our community.

Our Vision: that every person coming to Canada seeking refuge has unhindered access to justice and opportunity to thrive in welcoming communities.

OBJECTIVES OF THE POSITION:

- Provide direct assistance to individuals navigating the refugee claim process.
- Ensure that process, settlement, and referral needs are appropriately addressed.
- Ensure that every individual who comes to our office experiences a welcoming environment and meaningful interactions.
- Work with the COMPASS community of stakeholders to develop and implement programming that addresses the direct needs of refugee claimants in the community.
- Assist in developing and furthering the goals and objectives of COMPASS Refugee Centre.

OUTCOMES:

- Refugee Claimants feel confident that they have someone who will help them. Their questions are answered, they are connected to the resources they need, documents are submitted correctly and on time, and they feel supported and respected.
- Claimants feel safe, confident, and encouraged through their interactions with COMPASS.
- Claimants are given opportunities to engage in programs meaningful to them.
- COMPASS Refugee Centre gains the value of your individual strengths and perspectives.

ROLE RESPONSIBILITIES:

- As a member of the casework team, provide direct support to refugee claimants through the refugee claimant process including: intake, needs assessment, completion of application forms/documents, legal referrals, translations/interpretation supports, settlement supports and follow-ups.
- Create and maintain a relationship with up to 150 individuals and families throughout their claim process.
- Provide warm and appropriate referrals to refugee claimants to access a range of community-based settlement services.
- Responsible for administration which includes prioritizing claims, maintaining files, following the status of claimants, and ensuring privacy and confidentiality.
- Record and maintain necessary daily log, statistics or data as required.
- Provide written reports on program activities, needs, challenges and outcomes.
- Provide input into program developments and evaluation as needed.
- Assist with advocacy, public engagement, education, meetings, and community presentations.
- Develop a trauma informed approach to your work with clients of COMPASS.

REQUIRED SKILLS

- Social work degree (BSW) or equivalent education/experience in social services or non-profit fields.
- Some knowledge of the refugee claimant process in Canada.
- Moderate level of knowledge of social/settlement services in the Golden Triangle (Kitchener/Waterloo/Cambridge/Guelph) as well as some knowledge of relevant services on a provincial and national level.
- High level of communication skills, written and verbal, in both in-person and virtual contexts.
- Excellent assessment and attentive listening skills.
- Excellent time management skills and a high attention to detail.
- Ability to work both independently and collaboratively as a member of a larger team.
- Ability to be present and show empathy when working with individuals. This will include a diverse group of individuals with varying worldviews, ethnicities, sexual orientations, gender identities and religious affiliations.
- A high level of self-awareness that is sensitive to cultural and life experiences including trauma and harm.
- Able to attend to own self-care and be a member of a team working to ensure collective wellbeing.
- Maintaining high level of confidentiality.
- Fluency in English and another language is strongly preferred. Preference given to Spanish, Arabic or Tigrinya fluency.

ADDITIONAL VALUE-ADDED COMPETENCIES

- Experience working with interpreters is an asset.

POSITION HOURS AND LOCATION

- This is a full-time position for 37.5 hours/week, Monday-Friday
- Start date: June 14, 2021
- On-site at main COMPASS office with ability to travel within the Golden Triangle.

COVID-19 CONSIDERATIONS: Position will be a mix of in-office and working remotely. In-Office work will be done respecting COVID-19 safety protocols.

VARIATIONS: Successful candidates must be available for occasional evening and weekend hours to support clients and/or attend organizational events and activities.

REMUNERATION:

Salary to be negotiated with a range of \$39,000-\$41,500 per year commensurate on experience and subject to all applicable statutory deductions. Comprehensive group health benefits are available to eligible employees upon completion of probationary period.

APPLICATION DEADLINE: May 21, 2021 at 12:00pm.

How to Apply:

- Please submit your resume and cover letter to tony@compassrefugee.ca
- Please indicate Level 1 Caseworker in your subject line
- NOTE: All job postings will be open a minimum of 5 business days from the date of posting
- Only those applicants that meet the requirements of the posting will be interviewed.

The successful candidate will align with the mission, vision, and values of COMPASS Refugee Centre. These can be viewed on our website at www.compassrefugee.ca under the ABOUT tab.

ADDITIONAL SUPPORT:

- Reports directly to and will be evaluated by the Operations and Program Manager
- Evaluation will be aligned with core competencies and outcomes relative to this job description.
- An ongoing performance management program is used by COMPASS to facilitate optimal employment experience and performance.

ADDITIONAL TRAINING: orientation to the work of COMPASS and relevant COMPASS HR policies and procedures will be provided.