



Immigrant and Refugee
Community Organization of Manitoba

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SOCIAL WORKER
Permanent, Full-time (37.5 hours/week) Position
April 2025

WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team that is passionate, committed and unified in supporting successful integration of newcomer refugee families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

CANDIDATE PROFILE:

The Social Worker is:

- A “people person” who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills.
- Is easily able to work with newcomers from a wide variety of cultural and linguistic backgrounds and is experienced in trauma-informed care.
- Is “youth-friendly” and able to work well with all ages.
- Thrives on assisting clients who are dealing with layered and complex challenges.
- Is a self-aware individual who can pre-empt workplace-related stress and vicarious trauma.
- Will exhibit and uphold core values of respect, non-violence, equality, fairness and teamwork.
- Committed to IRCOM’s vision and mandate to empower newcomer families to integrate into the wider community through affordable transitional housing, programs, and accessible services.

POSITION SUMMARY AND PURPOSE: Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc. (IRCOM), the primary responsibility of the Social Worker (SW) is to work closely with tenants and program participants experiencing complex challenges to provide initial and ongoing assessment, service intervention planning, supportive counselling, crisis intervention, information and referrals to individuals and families using a case management approach to empower newcomer families, many of whom are war-affected, to settle and integrate into the wider community. The SW, as case manager, ensures tenants/participants receive supports for adapting to Canadian society, life-skills coaching, mental health supports, parenting supports, and for youth, coaching, education and intervention. Interventions often involve coordination of and advocacy with numerous collateral agencies. The SW serves as a resource to the IRCOM team providing consultation, education and problem-solving to aid colleagues in providing appropriate supports to clients. Finally, the SW support organizational-level management of critical incidents and issues impacting staff and tenant safety and wellness.

Under the supervision of the Settlement and Capacity Building Programs Manager (SCBP), the Social Worker will fulfil the following responsibilities:

DUTIES AND RESPONSIBILITIES:

Case Management and Intensive Supports to Vulnerable Clients (40%)

- Assess, respond to and coordinate meeting the needs of vulnerable individuals and families using a Case Management approach.
- Work closely with IRCOM staff leads/staff connected to participants or community members needing stronger support.
- Arrange, coordinate, monitor, evaluate, and advocate for an array of multiple services to meet the specific client’s complex needs using a collaborative approach.
- Assess the psycho-social needs of vulnerable clients and provide the appropriate interventions which may include: crisis intervention/suicide prevention, individual/family counselling, coaching and life-skills training, and information and referrals.
- Identify internal and external supports and coordinate with these services (for example, IRCOM programs, CFS/ANCR, EIA, schools/counselling agencies, police/legal system) to ensure vulnerable clients receive comprehensive and coordinated supports.
- Develop and maintain strong external partnerships with service providers for effective collaboration on services to families.
- Advocate for newcomer families with institutions, community service providers, government and other partner agencies on behalf of our clients.
- Serve as a resource to the full IRCOM staff team in areas of assessment, crisis intervention and/or providing supports to vulnerable clients.
- Respond to crises and critical incidents, ensuring communication with the High Needs Support Team and other relevant staff and agencies.
- Work collaboratively with IRCOM team leads and the After-School Program team to enhance education and information programming to address psycho-social support needs.

Program Operation (30%)

- Provide case management and settlement services, including regular follow up home visits and drop-in information and orientation, for tenants.
- Lead group program coordination, delivery and facilitation as necessary.
- Co-lead the High Needs Support Team which supports Case Management through inter-departmental collaboration, provides crisis response, crisis and safety planning, guidance to the staff team on crisis response and serving the needs of vulnerable clients.
- Attend and participate directly in various IRCOM programs with the aim of building trust and relationships with program participants.
- Maintain up-to-date knowledge about internal and external resources and partner agencies in order to make appropriate referrals and linkages.
- Attend relevant partner agency and social welfare network meetings as directed by SCBP.

Record Keeping and Reporting (20%)

- Provide pertinent information to Managers for reporting purposes.
- Consistently enter data on service contacts, ensuring up-to-date records for CARMIS (data management system) and iCARE.
- Maintain case notes and ensure confidentiality and professional standards for record-keeping.
- Maintain accurate documentation of activities related to contacts/activities with tenants, as well as contacts with partner organizations and staff.
- Track and monitor program spending within approved budget.
- Provide input into annual program plan and budget in relevant areas.
- Manage assigned corporate credit card and account reconciliation.

Team and Interdepartmental Support (10%)

- Attend ongoing relevant professional development and training.
- Supervise, coordinate, mentor and evaluate Social Work practicum student(s).
- Identify and inform the SCBP of arising trends and needs and possible program gaps and direction.
- Attend IRCOM staff meetings, team meetings and other program related meetings as requested.
- Work with other programs on joint projects and/or the development of new programs as needed.
- Follow IRCOM policies and procedures.
- Other duties as required.

REQUIRED QUALIFICATIONS:

- Bachelor of Social Work (BSW) required, Master of Social Work is an asset.
- Current active registration with the Manitoba College of Social Workers is required.
- Minimum of 2 years' experience in the not-for-profit sector, community organization or government, and/or an equivalent combination of skills and experience.
- Demonstrated ability to provide psycho-social supports to vulnerable, high-needs clients using a case management approach.
- Demonstrated skills and experience in crisis intervention, conflict resolution, suicide prevention and intervention, individual and family counselling.
- Proven ability to assist clients to navigate various systems and experience in advocating with these systems.
- Experience in program delivery, ideally in a settlement setting.
- Knowledge and experience in developing community resources.
- Existing knowledge of and/or connections with relevant newcomer settlement service providers.
- Strong commitment to social justice and an anti-oppression framework understanding the ways in which systems and social forces (e.g., social policy, racism) interact with marginalized newcomer populations and how our role is to strongly advocate for the best services and rights for newcomers.
- Culturally sensitive with a firm commitment to an asset-based, empowerment approach.
- Deep awareness of the refugee experience, war-related trauma, and/or the immigration process.
- Understanding of confidentiality and boundaries in a community setting.
- High level interpersonal and cross-cultural communication skills.
- Strong English written and oral communication skills.
- Strong organizational skills and the ability to prioritize tasks.
- Proficiency and familiarity with Microsoft Office suite and case management software.
- **Clear Criminal Record Check and Child Abuse Registry Check, upon hiring.**
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>).

DESIRED QUALIFICATIONS:

- Preference will be given to applicants who are able to communicate in additional languages in common with IRCOM tenants.
- International education/experience.
- Lived newcomer experience.
- Valid Class 5 Drivers License and access to a vehicle.

- Completed Field Instructors Course, or is willing to take this course.

HOURS OF WORK: This is a full-time position for a maximum of 37.5 hours per week. Most of the SW's hours will take place between 9 - 5 PM, Monday to Friday with some additional evenings/weekends as per the needs of IRCOM programs. Hours may vary during crisis interventions.

WAGE: \$28.68/hour

BENEFITS: Group Insurance Plan with extended health, dental, life and AD&D insurance
Employer paid RRSP contributions (in 2nd year of employment)
Paid sick and discretionary days
Professional development opportunities
Collaborative, family-friendly and supportive working environment

APPLICATION PROCESS: All applicants must be legally entitled to work in Canada.

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

**Review of applications will begin on Wednesday, April 08, 2025
and continue until the position has been filled.**

HR - Selection Committee: kathlenem@ircom.ca

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs (kathlenem@ircom.ca).