



NEW  
CANADIANS  
CENTRE  
PETERBOROUGH

221 Romaine Street  
Peterborough, ON K9J 2C3  
Tel (705) 743.0882  
info@nccpeterborough.ca  
www.nccpeterborough.ca

## NEW CANADIANS CENTRE PETERBOROUGH

**Position Description:** Case Management Worker

**NOC:** 42201 Social and Community Service Workers

**Posting Date:** April 1, 2025

**Closing Date:** April 21, 2025

**Hours:** 35 hours per week  
**Wage:** \$27.33 to \$33.11 per hour  
**Start date:** As soon as possible  
**Location:** Peterborough, Ontario  
**Reports to:** Manager of Case Management  
**Terms of Employment:** Full-time permanent  
**Benefits:** Eligibility for Extended Health Benefits plan after 3 months; Eligibility for Pension Plan after 1 year

### APPLICATION INSTRUCTIONS:

Applications **must include a cover letter and resume to be considered**. It will be appreciated to receive cover letter and resume as one PDF file attached to the email.

Applications must be emailed to [recruitment@nccpeterborough.ca](mailto:recruitment@nccpeterborough.ca). Applications will ONLY be accepted if received as directed. Please note that only those selected for an interview will be contacted. We thank you for your interest in this position.

### Position Overview:

The New Canadians Centre Peterborough (NCC) is a non-profit charitable organization dedicated to supporting immigrants and refugees in the Peterborough, Kawartha Lakes, Haliburton and Northumberland regions. We strive to empower immigrants and refugees to become full and equal members of Canadian society and to provide community leadership to ensure cultural integration in a welcoming community.

Case Management Workers (CMW) are responsible for assisting clients (especially high-need clients) through their settlement process. Using a multidisciplinary case-management approach, the CMWs provide the clients with a broad base of support and resources and help newcomers in the process of adapting to life in Canada.

## **Duties & Responsibilities:**

### **Counselling**

- Interview clients to obtain case history and background information
- Conduct Needs and Assets Assessments and work with clients to address their needs
- Assist clients in the process of adjustment to life in Canada in areas such as education, health, finances, housing, recreation, and employment
- Assist with preparation, interpretation and submission of general and immigration-related forms and applications
- Provide appropriate and relevant information and referral services on community and government programs and services in a manner and pace suitable to the language level of the client
- Provide orientation to and general information about Peterborough and/or surrounding area
- Meet with clients to assess their progress, give support and discuss any difficulties or problems
- Provide support and information for clients experiencing personal and/or family issues
- Provide itinerant service within NCC catchment area as required
- Participate in case management for high-need clients with staff and community agencies
- Coordinate interpretation and translation services as required by the client
- Coordinate with Volunteer Administrator to arrange volunteers' assistance with tutoring and other client needs
- Provide interpretation and accompany high need clients to facilitate access to services.
- Perform in-person follow-ups either at the office or through home visits.
- Organize & facilitate educational activities to orient clients to their new community, the Canadian culture and social norms.

### **Community**

- Liaise with other service providers and advocate for clients as required
- Provide support to community members and agencies on relevant issues clients face
- Contact clients to provide information about events, opportunities and programs
- Visit LINC classes to provide information on settlement issues and upcoming events and programs
- Assist in the organisation and facilitation of workshops on issues of importance to new Canadians

### **Office Administration Duties**

- Respond to telephone, in person or electronic inquiries or forward to appropriate person
- Create, edit, proofread and finalise office correspondence, reports, statements, forms, presentations and other documents using Microsoft applications
- Prepare and file client intake forms; keep counselling notes and records; update client files and/or client database; record additional information as specified (monthly statistics, Icams, etc.)
- Attend regular staff meetings
- Provide Manager of Case Management with necessary statistics and information as requested and in a timely manner
- Keep resource materials, publications and information up to date and relevant
- Work with volunteers, placement students and summer students
- Assist in organization of and participate in NCC-wide events

## **Qualifications:**

### **Education & Experience**

- Post-secondary degree or diploma in a field related to Immigration, Community Development, Social Work and/or Social Service Work, or equivalent experience, is required
- Demonstrated experience working with vulnerable populations and/or high needs clients, is preferred
- Experience in counseling and needs assessment, is preferred
- Familiarity with programs and social services available in Peterborough, is an asset
- Experience working with and managing volunteers, is an asset
- Lived experience as a newcomer to Canada or as a member of a marginalized group, as voluntarily self-identified, is viewed favourably

### **Competencies**

- Proficiency in more than one language is considered an asset
- Understanding and empathy for the struggles which immigrants, refugees and newcomers face in starting a new life in Canada
- Understanding of anti-oppressive language and concepts including power, privilege, intersectionality, and racism
- Excellent written and verbal communication skills, especially in a multi-cultural setting
- Ability to maintain confidentiality and handle important documents in a sensitive manner
- Demonstrated ability to keep accurate records, write reports and meet deadlines
- Proficient in use of computers and Microsoft Office applications, including Microsoft Excel and Microsoft Access
- Competence in crisis management, conflict resolution and mediation

### **Other**

- Current Criminal Reference check with vulnerable sector screening
- Valid Ontario Class G Driver's License, and access to a vehicle is strongly preferred; must be able to travel to other sites as needed.
- Ability to work flexible hours, including some weekends and evenings
- Willingness to work on call if/as required
- Ability and willingness to travel to related seminars, conferences, training, meetings, etc.

*The NCC strives to be an equal opportunity employer.*

*We encourage applicants from diverse backgrounds.*

*Any information obtained during the course of recruitment will be used for employment recruitment purposes only, and not for any other purpose.*

*Accommodation will be provided in all parts of the hiring process as required under the NCC's Accessible Customer Service Policy. Applicants will need to make their needs known in advance.*

*The NCC is an advocate for equity and is committed to ensuring representation in its staff team. We welcome applications from members of immigrant and refugee communities, people of colour, women, Indigenous peoples, persons with disabilities, persons of minority sexual orientations and gender identities, and others with the skills and knowledge to productively engage with diverse communities.*