



# CSS Case Worker

Are you community oriented, open to diverse cultures and keen to make a positive impact in newcomers' lives? MCAF is seeking a Client Service Support (CSS ) Case Worker and we would like to hear from you!

The CSS Case Worker will support government-assisted refugees (GARs) in transitioning from the Resettlement Assistance Program (RAP) to CSS and then to general settlement services. The role involves providing timely, culturally appropriate services and developing settlement action plans using an intensive case management approach.

## Key Duties and responsibilities include:

- Provide case management services for government-assisted refugees (GARs) during their settlement period of 12-18 months, empowering clients towards independence.
- Conduct thorough needs assessments and create settlement action plans
- Conduct home visits or in-office meetings to reassess client needs
- Offer ongoing support through phone consultations, in-person meetings, and crisis interventions.
- Deliver individual and group Information and Orientation (I&O) sessions on key topics including housing, law, education, employment, health and more.
- Seamlessly transition clients from RAP to CSS, and from CSS to general settlement services as appropriate.
- Complete exit assessments to ensure clients are ready to leave the CSS program and navigate community services independently.
- Build and maintain relationships with community partners and advocate for clients
- Maintain accurate, up-to-date client files, case notes, and documentation in MCAF's data management system.
- Participate in internal and external reporting and ensure timely completion of assessments and progress reports.

## Requirements:

- Relevant post-secondary education in social work, psychology, or a related field, or equivalent experience.
- Experience in client-focused case management, preferably in a multicultural or social service setting.
- Strong understanding of the settlement challenges faced by newcomers, including GARs.
- Cultural sensitivity and ability to work with diverse populations.
- Excellent organizational skills and attention to detail in managing client files and reporting.
- Strong interpersonal and communication skills.
- Proficiency in English is required; fluency in other languages Arabic, French or other languages spoken by newcomers, is an asset.
- Proficiency in the use of computers and various software applications

## Terms of employment:

- Contract - renewable pending continuation of funding

- Up to 40 hours per week; benefits
- Criminal Record Check Clearance with Vulnerable Sector
- Ability to work evenings and weekends on a regular basis
- Driver's licence (class 5) and clean driver abstract

**Commencement Date:**

- March 2<sup>nd</sup>, 2026

**Closing Date:**

- February 19<sup>th</sup>, 2026

**To Apply:** E-mail your resume and cover letter merged in one document to [hr@mcaf.nb.ca](mailto:hr@mcaf.nb.ca) with the title "CSS Case Worker" in the subject line. We wish to thank all applicants for their interest and effort in applying for this position. However, only candidates selected for interviews will be contacted.

*We acknowledge the financial support of Immigration, Refugees and Citizenship Canada*