

## Regional Connections Immigrant Services

**Position:** Manitoba Settlement Support Services (MSSS) Client Caseworker

**Reports To:** RAP & Case Management Coordinator

**Date Posted:** May 6, 2026

**Date of Closure:** May 12, 2026, or until position is filled

**Position Start Date:** on or before May 11, 2026

### Terms of Employment:

- Primary Location: Winkler
- Status: Full-time
- Working Hours: 7 hours per day, Monday through Friday (35 hours per week)
- Wage range: \$30-35/hour, depending on experience/level of education
- Criminal Record Check Clearance with Vulnerable Sector
- Child Abuse Registry Check Clearance
- Driver's licence (class 5) and access to their own vehicle for work related purposes
- Competitive benefit package

### Position Summary:

Under the direction of the RAP & Case Management Coordinator, the Client Caseworker is responsible for Manitoba Settlement Support Services (MSSS) client case management within the Case Management Program, including comprehensive needs assessments, program enrollment, coordination of services (internal and external), proactive follow-up support per Program guidelines, client assessment and re-classification, and supported client exit from Case Management based on achieved outcomes. The Client Caseworker will primarily work with eligible temporary residents and Canadian citizen clients.

### Duties and Responsibilities:

- Intake assessment for new Case Management Program clients in accordance with eligibility criteria
- Assessment of client barriers, priorities, and goals
- Collaborative service planning with internal service providers (Settlement, SWIS - Settlement Workers In Schools, Employment, Language, Volunteer Services, etc.)
- Supportive coaching, guidance, and problem solving to facilitate client access to internal and external services
- Facilitating and enhancing client capacities to identify and use their strengths and coping skills
- Proactive psychosocial and life skill building coaching for clients
- Ongoing assessment of intervention effectiveness
- Revisions of agreed upon service goals as necessary
- Networking and collaborating with community organizations
- Facilitate referrals
- Link clients with community resources
- Advocacy with services and systems as appropriate
- In accordance with agency and accreditation policies and procedures, keep accurate and comprehensive client records, including:
  - demographic and assessment information;
  - service plan and goals; and
  - regular progress notes
- Facilitate client progress evaluations
- Participate in regular data collection as needed for reporting and funding purposes
- Work cohesively with team members and supervisor in the planning, implementation, and evaluation of the program
- Attend and participate in team meetings and case reviews/consults
- Other duties as assigned

## **Qualifications**

- Minimum 4-year Bachelor Degree in Social Work
- Masters Degree in Social Work preferred
- Valid Social Work license or registration as required by the province of Manitoba or willing to work toward credential recognition (need not be an accredited Social Worker in Manitoba to start but must have a Bachelor or Master of Social Work degree and work toward Manitoba accreditation)
- Two years recent relevant work experience in a clinical setting preferred
- A strong understanding and knowledge of community resources is essential
- Experience with direct services to newcomers an asset
- Must possess the ability to make independent decisions when circumstances require and must know when to refer a client for further medical assessment
- Highly articulate communicator with an aptitude for building client rapport and delivering professional written communications in the English language
- Well-developed computer skills with experience working with the Office 365 suite, SharePoint and data management software
- Skilled at navigating complex interpersonal dynamics with diplomacy and empathy
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to work efficiently as part of a team as well as independently
- Highly organized with demonstrated ability to manage scheduling, prioritize tasks, and maintain accurate records
- Demonstrates keen discernment and critical reasoning in complex situations
- Consistently models principled behavior, ensuring client information is protected and private
- Exhibits a high degree of resourcefulness, flexibility, and adaptability
- Demonstrated intercultural competence
- Must Possess a valid Manitoba class 5 driver's license and access to a reliable means of transportation for job related purposes
- Clear vulnerable sector criminal record and child abuse registry check required
- Additional language(s) an asset

**Please submit your resume, complete with cover letter and references to [recruitment@regionalconnections.ca](mailto:recruitment@regionalconnections.ca)  
*We thank all who apply, but only those selected for an interview will be contacted.***