Regional Connections Immigrant Services

Position: RAP Worker
Reports To: RAP Coordinator
Date Posted: Oct 22, 2026
Date of Closure: Oct 28, 2026

Terms of Employment:

- Location: Based out of Winkler, also serving Morden and Altona
- Status: Full Time
- Hours per week: 35 hours
- Starting Salary Range: $20 to $23 per hour
- Ability to work non-standard hours required, including evenings and weekends
- 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

Summary:

The main objective of RAP is to welcome Government Assisted Refugees (GAR) and to support their immediate and essential settlement, followed by transitions to services, resources, and opportunities internal to Regional Connections and externally in the broader community.

Under the direction of the RAP Coordinator, the RAP Worker will be responsible for providing a wide range of services to refugee Government Assisted Refugee clients arriving through the Resettlement Assistance Program, aiding clients in their settlement and integration. Services include conducting needs assessments, making referrals, providing immediate and essential information and orientation sessions, life skills training, facilitating access to community services, and advocacy.

This position requires a highly relational worker with exceptional emotional intelligence who builds trust with clients, staff, volunteers, employers, service providers, and community partners. The successful candidate will demonstrate empathy, cultural humility, fairness, sound judgment, and a commitment to supporting diverse individuals and families with dignity and respect.

Duties and Responsibilities:

- Conducting/coordinating airport pick-up of new RAP clients
- Arranging and preparing temporary housing accommodations for RAP clients
- Creating and maintaining welcoming and safe housing environment with around the clock service during their first 4-6 weeks in Canada
- Conducting an intake assessment for all RAP clients
- Prepare a Settlement Plan for each client
- Coordinate and collaborate with Case Management Worker
- Provide information and orientation regarding life in Canada; including but not limited to customs, laws, health and education systems, housing, employment etc.
- Make follow-up contact to evaluate outcomes and progress, and to re-assess needs
- Helping clients find permanent housing accommodations
- Facilitate client access to services through referral to appropriate community resources and providing interpretation or accompaniment where necessary
- Record keeping and data entry tasks
- Complete and submit required forms to IRCC
- Facilitate client access to Adult ESL and Employment related services

- Advocate or mediate on client's behalf with landlords as needed
- Offer emotional support and encouragement to clients as needed as they adapt to life in Canada
- Maintain client confidentiality
- Maintain activity records and write reports as requested and as needed
- Report on activities, challenges and recommendations for program development
- Attend staff meetings
- Other duties as assigned

Core Competencies:

- Demonstrated emotional intelligence, empathy, and interpersonal effectiveness.
- Strong relationship-building skills with the ability to establish trust across diverse cultural, linguistic, and socioeconomic backgrounds.
- Commitment to equity, diversity, inclusion, accessibility, and anti-oppressive practice.
- Understanding of trauma-informed, strengths-based, and human-centred approaches to service delivery.
- Ability to navigate sensitive situations with professionalism, discretion, cultural awareness, and compassion.
- Strong conflict resolution, mediation, and active listening skills.

Qualifications:

- While education is important, Regional Connections equally values applicants that have combined work and lived expertise
- Post-secondary education in related fields preferred
- Excellent oral and written communication skills: reading, writing and analytical skills
- A strong understanding and knowledge of relevant/available community resources is essential
- The ability to network and connect clients to supports
- Strong ability to work in teams and independently; maintain a supportive team environment
- Good organizational skills for scheduling, task management, note taking, data entry
- Well developed computer skills with experience working with SharePoint and the Office 365 suite (Word, Excel, Outlook and Teams)
- Ability to relate well with a wide range of people
- Diplomacy, patience and constructive critical thinking especially when dealing with government and bureaucracy
- Willingness and ability to work with sensitivity within a diverse cultural and religious milieu
- Experience in developing and implementing tools and resources for various audiences
- Proven ability to work well under pressure
- Flexible, patient and interested in helping others
- Proven ability to take initiative, be creative and autonomous
- Expertise in facilitating group sessions & delivering presentations
- Effective multitasking, priority setting and time management skills
- Able and willing to travel within the Pembina Valley and to Winnipeg as needed
- Respect for and discretion in dealing with confidential material required
- Knowledge and experience in settlement and adaptation issues including personal experience with immigration and refugees an asset
- Knowledge and experience with Government and/or Privately Sponsored Refugees Programs and current refugee issues an asset
- Legally able to work in Canada
- Fluency in one or more of other languages such as Dari or/and Arabic preferred

Regional Connections is committed to building a diverse workforce that reflects the communities we serve. We welcome applications from individuals of all backgrounds and lived experiences. We recognize that skills and experiences may be gained through professional, volunteer, community, and lived experience pathways, and we encourage applicants who meet most, but not necessarily all, qualifications to apply.

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