



Client Case Management/ Health & Wellness Navigator

Are you passionate about making a positive impact on the lives of newcomers to Canada, specifically those who settle in the Fredericton area?

If you have a deep understanding of the Canadian health system, a talent for building connections, and a passion for working with newcomers, we invite you to apply for this rewarding position. Help us make a difference in the lives of those navigating the complexities of healthcare in Canada.

Join our dynamic team at Multicultural Association of Fredericton (MCAF) as a Client Case Management/ Health & Wellness Navigator and play a crucial role in supporting the transition of newcomers to the Canadian healthcare system

Key Duties and responsibilities:

- Establish and enhance MCAF professional services networks. Enhance collaboration between MCAF and the other sectors working with vulnerable population.
- Engage in community and government surveys and discussions to document challenges faced by immigrants and refugees navigating government services systems in Fredericton, NB. Represent MCAF and newcomers on community advisory groups related to health and social services.
- Work with community partners to develop and promote on-site and community programs, with information and resources on mental health, trauma and strategies for clients to enhance well-being. e.g. Yearly MCAF Health and Wellness Fair, monthly Bounce Back Program, Art Therapy, Yoga, etc.
- Lead the effective implementation of the Gender-Based Analysis Plus (GBA Plus) approach with in the MCAF Programs and Services
- Oversee MCAF Medical Liaison position to support inclusive, culturally sensitive, gender responsive and client focused services for MCAF clients.
- Facilitate connections to community supports, share information on available resources and facilitate access to appropriate and timely health and mental health services.
- Oversee MCAF students field placements with STU Social Work faculty, UNB Nursing faculty, etc.
- Produce reports as per guidelines
- Actively seek out information and training in areas such as:
 - Effective promotion of the program & MCAF required reporting.
 - Understanding challenges around gender roles, family violence, Gender-Based Analysis Plus (GBA+), etc.
 - Access to resources & supports for special needs & diverse clients including 2SLGBTQI+.
 - Ability to effectively promote activities and programs, culturally appropriate interpretation, problem solving, etc.

Requirements:

- Relevant Education
- Related experience or an equivalent combination of education and training will be an asset
- Excellent communication skills (written and spoken) English; French and proficiency in additional languages would be an asset.

- Ability to navigate Provincial health and social services systems.
- Strong organizational and case management skills.
- Empathetic approach and passion for working with newcomers, including those facing complex challenges to settlement and integration.
- Ability to navigate challenges related to gender roles, family violence, and other social determinants of health.
- Willingness to actively engage in ongoing professional development.
- Strong ability to work in teams and independently; maintain a supportive team environment
- Detail-oriented; proven ability to maintain accurate records
- Proven ability to work well under pressure
- Outgoing personality traits
- Flexible, patient and interested in helping others
- Proven ability to take initiative, be creative and autonomous

Terms of employment:

- 1 year term contract
- 30 – 40 hours per week; benefits
- Criminal Record Check Clearance with Vulnerable Sector
- Ability to work evenings and weekends as needed

Commencement Date:

- June 30th, 2025

Closing Date:

- May 30th, 2025

To Apply: E-mail your resume and cover letter merged in one document hr@mcaf.nb.ca with the title “Complex Case Manager- Medical Liaison” 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.

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