

# HOMA KAFAEI

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778- 862-8477 • homa.kafaie@gmail.com • Coquitlam, BC V3E 1A1

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## EXPERIENCE

MAY '20 - PRESENT

### Legal Case manager | ILIYA Immigration, BC

- Prepare affidavits or other documents, such as legal correspondence, and organize and maintain documents in paper or electronic filing system
- Supports students by addressing intricate questions regarding documentation prerequisites, program eligibility, and the procedures and policies for admissions and registration
- Furnishes clear and precise written and verbal responses to student queries, facilitating the application process for student visas
- Counsels international students on pertinent sections of the Immigration, Refugees and Citizenship Canada (IRCC) website and policies, encompassing eligibility criteria for study and work permits
- Offers comprehensive guidance on potential risks and issues associated with immigration status
- Meet with clients and other professionals to discuss details of the case
- Gather and analyze research data, such as statutes, decisions, legal articles, codes, and documents
- Assisted students in understanding and navigating university systems, policies, and procedures

SEP '21 - JUN '23

### Moving Ahead Program Case Manager | Immigration Service Society of BC, Vancouver

- Provide accurate and timely advice and information on all immigration policies and procedures to customers in an effective manner
- Provides individual/group orientations and workshops oriented to assist in the settlement process and community connections such as Canadian culture/basis norms of conduct; public services; community resources including legal, school, medical care, and social service systems; how to access services and the responsibilities of immigrants and refugees as beneficiaries of these services and systems
- Refer clients to appropriate community resources based on assessed needs
- Assist clients in accessing services, making appointments, and completing forms
- As required, provides enhanced support and short-term adjustment counseling on specific settlement-related issues that may hinder the settlement process e.g
- Family and cultural adjustment, navigating specific immigration processes
- Develop case management plans that identify direction, issues and action plan.

JAN '15 - JAN '18

### Case Manager | UNHCR

- Provide interpretation and services to assist refugees in settling and adapting to a new environment in terms of finding a job, housing, education, and health care
- Reviewed and recorded the progress of Clients
- Reviewed effectiveness of treatment for individual and family situations

- The determined and coordinated appropriate level of care to meet individual client's needs
- Assisted clients in receiving high-quality, proper care with the best possible results
- Communicated with legal services providers, social services agencies and local judicial systems regarding cases
- Maintained adequate unit supplies to meet expected Client demands.

JAN '13 - JAN '16

### **Legal Case Manager, Disability Case Manager Iran**

- Prepare pleadings and motions, organize documents, file with courts, and schedule depositions
- Communicated heavily with clients to prepare pleadings for filing
- Prepared closing documents for settled claims
- Determine financial needs by assessing existing coverage and aligning new products and services with long-term goals
- Term Care and critical illness insurance applications submitted by Third parties
- Worked to accommodate new and different insurance requests and explored new value opportunities to optimize the insurance agency's reputation
- Skillfully and patiently explained coverage options to potential policyholders, answering any questions or concerns
- Analyzed customer needs and provided best options, upselling products and services
- Confer with clients to discuss their options and goals so that rehabilitation programs and plans for accessing needed services can be developed
- Collaborate with other professionals to evaluate patients' medical or physical conditions and assess client needs.

JAN '12 - JAN '13

### **Assistant manager | Notary Public**

- Acquire a variety of legal papers and ensure that they are stored in a safe place
- Administer oaths and affirmations on legal documents to affirm clients' honor and accountability
- Create and sign depositions and affidavits to be used in courts of law
- Sign and affix the stamp on documents as proof of witnessing an event or deal
- Keep an eye out for fraudulent activities by thoroughly reading and checking documents to be endorsed
- Create and maintain records of all notarized items both in paper and electronic forms.

## **EDUCATION**

EXPECTED GRADUATION 2025

### **student in Master of Canadian Common Law**

OsgoodePD's York University, Toronto

### **Completed coursework towards bachelor's degree Judicial Law**

University of Applied Science and Technology

### **Completed coursework towards Immigration Consultant**

CDI College British Columbia

### **Completed coursework towards an Associate Degree in computer science**

**SKILLS**

Responsible for the overall management of claims through the Development, implementation, and monitoring of comprehensive and integrated case management plans for all Case activities. Provide ongoing monitoring of action plans. Refers or arranges clients to appropriate services as needed. Skilled and intelligent, and able to stay calm in stressful environments. Proficient in MS Word, Excel, Zoom, Telegram, and PowerPoint. Documents clients' needs, settlement plans, and program outcomes to the client database. Excellent research skills, including the ability to find and share. Information. Able to communicate in English, Farsi, Dari and Turkish.

Attendance records

Community services

Ability to think critically, analyze situations

Record-keeping & Data management

Excellent group facilitation

Strong computer proficiency

**CERTIFICATIONS**

Situational Awareness and Verbal De-escalation

Awareness Training for Contractors and Service Providers

Suicide first aid

Safe choice: service provider training to support LGBTQ Communities

SDI project - Collaborative Case Management Service Model