



## **Multicultural and Immigrant Services Association of North Vancouver Island (MISA)**

The Immigrant Welcome Centre is currently accepting applications for a part-time Settlement/Outreach Worker.

### **Who we are...**

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

### **Who you are...**

- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

### **The position...**



**Multicultural & Immigrant Services Association of North Vancouver Island  
(MISA)**

**JOB TITLE:** Settlement/Outreach Worker

**WORK LOCATION:** Mount Waddington Region (MISA has offices in Port Hardy and Port McNeill)

**REPORTS TO:** Settlement Coordinator

**WORKING HOURS:** Refer to Offer of Employment

**COMPENSATION:** 21-28 hours per week, wage range \$28- \$30 hourly

**LAST UPDATED:** May 2025

## **POSITION SUMMARY**

The Settlement/Outreach Worker plays a vital role in connecting newcomers to MISA services in the North Island region. The incumbent will focus on expanding outreach efforts to engage newcomers in community events, facilitate volunteer-led language support activities, and foster connections between newcomers, established immigrants, and community members. Additionally, the Settlement/Outreach Worker collaborates closely with Settlement staff and other program areas to align outreach initiatives with MISA's mission of fostering inclusive, welcoming communities.

## **CORE COMPETENCIES**

- Personal Credibility, Holding Oneself Accountable
- Self-Directed



- Planning, Prioritizing, Organizing and Coordinating
- Supporting vulnerable clients
- Team work and building
- Leadership

## **KEY DUTIES AND RESPONSIBILITIES**

### **Access to Services**

- Provide support services for eligible clients who require assistance accessing community resources, language support, or informal mentorship.
- Connect clients with community volunteers who can provide informal language practice, community orientation, or social integration support.
- Maintain ongoing communication with Settlement and LINC/Language staff to align outreach efforts with client needs and program objectives.

### **Outreach and Networking / Community Connections**

- Facilitate community activities that bring together newcomers, established immigrants, and local volunteers to build social connections and increase understanding of the local area.
- Develop and deliver Community Connections services focused on integrating newcomers through events centered on topics such as local history, Indigenous culture, arts, employment, and everyday life in Canada.
- Coordinate volunteer-led informal language practice sessions to support newcomers in building confidence and communication skills.
- Collaborate with local Indigenous partners to design inclusive cultural exchange activities that foster mutual understanding and respect between Indigenous Peoples and newcomers.
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### **Settlement Support**



- Conduct basic needs assessments with newcomers to help identify initial settlement goals and challenges.
- Provide general information about Canadian systems, rights, and responsibilities to support client orientation.
- Maintain and share up-to-date settlement resources and printed materials relevant to newcomer needs.
- Refer clients to Settlement Practitioners for in-depth or complex settlement needs beyond the scope of outreach services.

### **Record Keeping & Service Support**

- Maintain confidential records of client interactions, volunteer connections, referrals, language assessments, informal class attendance, and outreach activities using the relevant database (iSTEDY or iCARE).
- Participate in staff meetings, professional development, and strategic planning sessions to align outreach activities with MISA's broader mission and goals.

This position will include collaborating with other staff on their projects when required.

### **QUALIFICATIONS:**

#### **Required**

- Post-secondary training in administration, community development, social services, or a related field, or equivalent combination of education and experience.
- Valid BC driver's license and reliable transportation.
- Satisfactory vulnerable sector criminal record check.

#### **Preferred Skills, Knowledge, Experience, and Attributes:**



- Experience in community engagement, event coordination, or volunteer management.
- Fluency in additional languages is a strong asset to support outreach and community connections.
- Excellent communication skills, including report writing and public speaking.
- Strong networking skills with the ability to build partnerships with community organizations, volunteers, and local businesses.
- Experience working with newcomers and knowledge of the challenges faced by immigrants and refugees.
- Proficiency in Microsoft Office, virtual meeting platforms, and client databases.
- The ability to handle sensitive information professionally and ethically.

*This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.*

#### **How to apply:**

Applications **must include a resume and cover letter** detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team. Incomplete applications will not be accepted.

**Please submit applications to:** [Jennifer.carter@immigrantwelcome.ca](mailto:Jennifer.carter@immigrantwelcome.ca) by 9:00 a.m. on Wednesday, June 18<sup>th</sup>

**Note:** Thank you for your interest in joining our team. Please note we do not accept any phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!