



Multicultural and Immigrant Services Association of North Vancouver Island

JOB TITLE: Settlement Practitioner (Casual)

WORK LOCATION: Campbell River Office

REPORTS TO: Regional Settlement Manager

WORKING HOURS: This is a casual position. Casual work will only be scheduled as needed and hours per day/week will vary based on assignment. Ideal candidate must be flexible and available to work on a short notice, Monday to Friday between 9:00 a.m. to 5:00 p.m.

COMPENSATION: Hourly wage is determined by assignment and may vary. Based on MISA Wage Grid, Level 5 Wage Range \$19.47 - \$21.85

POSITION SUMMARY: The Casual Settlement Practitioner position will fill in on an as needed basis to provide direct settlement services to immigrants. On-the-job training will be provided. Working as part of a team, the Settlement Practitioner will assist immigrants with their settlement and adaptation process through comprehensive needs assessment, flexible service delivery (individual and in-group sessions) resource provision and supportive referrals. Additionally, the Settlement Practitioner will provide information and resources to non-settlement agency staff to help them understand the needs of immigrants and particular culture groups. They are responsible for providing input in agency program planning related to needs of clients, maintaining knowledge of immigration policy and updates on federal and provincial information on service delivery and ensuring reporting is up to date.

CORE COMPETENCIES

- Thoroughness
- Personal Credibility
- Customer Orientation
- Empowering Others
- Technical Expertise



KEY DUTIES AND RESPONSIBILITIES

Orientation Information

- Intake and determine client eligibility in collaboration with the Intake Worker.
- Assist clients to identify/ assess needs, barriers, relevant services and options.
- Assist clients to set goals, priorities and develop realistic plans toward settlement and adaptation.
- Identify appropriate services and resources relevant to needs.
- Provide clients with an overview of Canadian society and their rights and obligations.
- Provide clients with introductory and/or basic information on norms, services, and systems.
- Orient service providers presenting to clients on language and cultural barriers.
- Assist in maintaining a comprehensive library of information pamphlets, booklets and videos in various languages.
- Provide timely monthly reports and accurate client data entry/record keeping

Assisted Access to Services

- Provide clients and their families with detailed information, and/or guidance to navigate through specific government processes.
- Introduce clients to relevant services and/or resources within the broader community that relates to their identified needs.
- Identify barriers to accessing broader community services and assist to schedule appointments, prepare brief correspondences, and provide interpretation and translation support.
- Provide cross-cultural orientation to clients and community service providers while clients access service.

Counseling Services

- Provide clients and their families with support to deal with family and cultural adjustment issues.
- Provide support to access services if professional counseling is required.

Outreach and Networking

- Develop, maintain and share community contacts.
- Promote the Association's programs and services through contact with newcomers and ethnic communities.



- Jointly meet with community service providers to address service gaps and accessibility issues related to particular client groups.
- Orientate community service providers to the needs of particular client groups and IWC programs and services.

Record Keeping & Service Support

- Maintain confidential records of contacts with clients. Enter client information into iCare and other relevant database(s).
- Ensure the recording of statistics for all services provided.
- Participate in program evaluation and assist your direct supervisor to respond to evaluation results.
- Submit monthly progress reports.
- Write client success stories for reporting and marketing purposes.
- Write anecdotal for provincial and federal reports.
- Proposal writing for public and private sponsors.
- Attend staff meetings and organizational planning and development sessions as requested.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development
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QUALIFICATIONS

Required

- Post secondary training in business, administration, community development or equivalent combination of education and experience in or outside Canada.
- Fluency in English. Second language is an asset.
- Resilience along with the ability to assess situations.
- Strong organizational, time management and leadership skills.
- Knowledge and experience maintaining confidentiality, appropriate boundaries with other staff and clients in a professionally assertive manner.
- Worker must have a valid BC driver's license and reliable transportation.
- Worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA.



Preferred Skills, Knowledge and Experience

- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Fluency in other language(s)
- Knowledge of community resources and experience working with community agencies.
- Demonstrated ability to be creative, flexible, open-minded and work on a team.
- Demonstrated ability to be self-directed.
- Proficient in Microsoft Office programs.
- Experience working with volunteers.

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.

Application Deadline: Submit cover letter and resume by 9:00 a.m. on Monday, November 20, 2017 through Indeed.

Note: We apologize, but 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!