



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

The Immigrant Welcome Centre in Campbell River is currently accepting applications for a part-time Employment Counsellor in our Campbell River office. This position supports Campbell River and the North Island.

### **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...**

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage clients and keep them engaged through your work with them whether 1-1 or in a group setting.
- You love learning and are not afraid to ask questions.
- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You love to learn new technologies, programs, and policies.
- 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...**

**JOB TITLE:** Settlement Practitioner/Community Outreach Worker

**WORK LOCATION:** Campbell River, Comox Valley

**REPORTS TO:** Comox Valley Settlement Coordinator

**WORKING HOURS:** 28 Hours per week

**COMPENSATION:** Hourly rate between \$27 - \$32 (Rate to commensurate with experience)

### **POSITION SUMMARY**

The ideal candidate will be based in Campbell River, and required to travel to Comox Valley on a weekly basis. The Settlement Practitioner plays a central role in supporting immigrants and newcomers in Campbell River and the Comox Valley by providing direct settlement services that assist with their adaptation and integration into the community. This includes conducting comprehensive needs assessments, offering individual and group support sessions, delivering relevant resources and referrals, and helping clients navigate essential social programs. The Settlement Practitioner also builds understanding among non-settlement agency staff by providing information and resources about the needs of immigrants and cultural communities. They contribute to program planning, maintain up-to-date knowledge of immigration policy, and ensure accurate and timely reporting. This will account for approximately 60% of work time.

In addition to core settlement duties, the role includes community outreach responsibilities, such as engaging newcomers in remote and underserved areas, developing relationships with local organizations, and increasing awareness of MISA's services to expand client reach. This will account for up to 20% of work time.

The position also leads the development and implementation of a Workplace Inclusion Charter in partnership with MISA's Welcoming Communities Coalition (WCC). This involves community consultation, project planning, and promoting diversity, equity, and inclusion through training and collaborative initiatives across the region. This will account for up to 20% of work time.

### **CORE COMPETENCIES**

- Personal Credibility, Holding Oneself Accountable
- Self-Directed
- Planning, Prioritizing, Organizing and Coordinating



- Supporting Vulnerable Clients
- Teamwork and Building
- Leadership
- Community Engagement and Inclusion

## **KEY DUTIES AND RESPONSIBILITIES**

### **Intake**

- Identify and connect with immigrants and newcomers in the Comox Valley, Campbell River, regarding MISA services.
- Intake and determine eligibility.

### **Assisted Access to Services**

- Provide support services for eligible Clients when it is determined that the Client is not able to be successful independently.
- Support Clients via Settlement staff to accommodate client needs.
- Provide a client-centered process engaging the Client to help resolve identified issues/factors that impact them.
- Ensure consistent support and continuity of service.
- Share information with Settlement, LINC and other staff through meetings and written communications.
- Identify and report any trends that may impact client services.
- Ensure FOIPA guidelines are adhered to.
- Support implementation of all applicable MISA policies and procedures.
- Collaborate effectively with Settlement and LINC staff, providing admin support as needed.

### **Program Management Support**

- Liaise with Settlement and LINC to ensure program delivery meets funder requirements.
- Provide informed leadership for the present and future success of outreach services in the Comox Valley and Campbell River.
- Regularly assess the needs of the local newcomer population through direct engagement, community feedback, and collaboration with stakeholders to ensure services remain relevant and accessible.
- Work closely with MISA staff to identify service gaps and develop solutions based on community insights and outreach efforts.

### **Outreach and Networking**

- Identify and establish relationships with local businesses, schools, healthcare providers, and other community organizations to enhance awareness of MISA services and create new client referral pathways.
- Develop and implement outreach strategies to engage with underserved newcomer populations, including those in remote or isolated areas.



- Actively represent MISA at community events, networking meetings, and public forums to increase visibility and build connections that support service expansion.

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

- Maintain confidential records of contacts with clients.
- Enter client information into relevant databases
- Attend staff meetings and organizational planning and development sessions as requested.
- Participate in MISA's professional development program.
- Maintain current knowledge of trends in the field and enhance existing skills through professional development.
- Collaborate with other staff on their projects when required.

#### **Workplace Inclusion Charter Development & Community Engagement**

- Lead the development of a Workplace Inclusion Charter, a voluntary no-cost toolkit and recognition program to support inclusive workplaces in Campbell River and the Comox valley
- Create a project plan and manage its execution from creation through to launch and implementation.
- Establish and facilitate a working group of community partners (with support from WCC) to guide and shape the Charter through consultation.
- Develop monitoring and evaluation tools to assess the success and uptake of the Charter.
- Participate in training (e.g. anti-racism ambassador training) to support the long-term sustainability and promotion of the Charter's principles.
- Deliver community workshops and presentations to promote diversity, inclusion, and the Charter itself.

#### **QUALIFICATIONS**

##### **Required**

- A minimum of Post-secondary training in administration, community development 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.
- Commitment to the code of ethics and mission of MISA; compliance with internal processes and use of organizational tools; willingness to provide constructive feedback for improvement.

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



- Proven experience in outreach, networking, and partnership development.
- Strong organizational, interpersonal, problem-solving, and communication skills.
- Experience working with immigrants, visible minorities, and vulnerable populations.
- Ability to work independently and collaboratively in a team environment.
- Proficiency in Microsoft Office and database reporting systems.
- Understanding of ethical practices and confidentiality in client services.
- Familiarity with DEI (Diversity, Equity, Inclusion) and/or anti-racism work; training in this area considered an asset.
- Willingness and ability to serve as a spokesperson and advocate for inclusion initiatives.
- Experience managing community-based projects and facilitating group work or consultations.

**This position description is meant to be thorough, but it is not exhaustive. Other duties and responsibilities may be assigned from time to time. Additionally, there may be requirements to work outside normal hours or off-site depending on the schedule of workshops, activities, and events.**

### **How to apply...**

Applications must include a cover letter and resume detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team.

Please submit applications to [jennifer.carter@immigrantwelcome.ca](mailto:jennifer.carter@immigrantwelcome.ca)

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