



# Northwest London Resource Centre

## Library Settlement Worker (LSP)

### **Report to:**

The Library Settlement Worker will be an employee of Northwest London Resource Centre (NWLRC). Day-to-Day supervision/consultation will be provided by the Coordinator of NWLRC Settlement Integration Services. Supervision will be provided in the form of formal supervision meetings as well as informal support as requested by the Library Settlement Worker.

**Qualifications:** Social Service Worker Diploma, Social Work Degree, related fields of expertise or extensive experience of over 3 years actively supporting newcomers and referring newcomers, refugees and immigrants to needed services.

**Hours:** The Settlement Worker's position is a full-time position (37.5 hrs./week) located at Sherwood Branch Library of the London Public Library. Position will run from Tuesday to Saturday.

**Salary:** \$22.5/hr.

### **Duties:**

Provide newcomers, refugees and immigrants to Canada with support to improve their opportunities to become independent by enabling access to library and community information, services and resources. Duties are subject to changes based on community needs. Primary distribution of tasks is as follows:

#### **Individual Service to Clients:**

- Meet with clients to assess their settlement needs and set individual priorities
- Assist clients to orient to library services
- Facilitate referrals to the most appropriate community service
- Follow up with clients when appropriate

#### **Group Services to Clients:**

- Participate in facilitation of library visits
- In co-ordination with library contact staff, plans and coordinate settlement-related activities and programs for groups, including celebrations for LSP week
- Facilitates greater involvement in library specific services and programs
- Involves resource people from other community services in these programs
- Facilitate group Citizenship Information Sessions to Permanent Residents who submitted Citizenship Applications.

#### **Settlement Service and Outreach Plan within London Public Library:**

- In conjunction with library staff, organize and/or present orientation/training sessions for Library/Settlement personnel on subjects related to settlement
- Collect client feedback as requested by the LSP Steering Committee
- Maintain up-to-date profile of the community including settlement-related issues



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- Share profile information with library staff
- Negotiates a protocol for library staff to identify newcomer clients and refer them to the LSP Worker
- Identifies key messages regarding library usage and refer clients to library staff (eg. library card, computer classes, English language learning materials, employment resources, services to children, etc.)

## **Administrative:**

- Distributes generic promotional materials for LSP and settlement services
- Develop and maintain promotional displays and materials
- Enter statistical information in iCARE database
- Attend Professional Development opportunities
- Provide monthly narrative and statistical reports
- Attend staff meetings

## **Job Expectations:**

- Provides client-centered services in a supportive and culturally sensitive manner
- Work flexible hours including evenings and weekends
- Keep accurate and up to date files on clients
- Ensures client confidentiality
- Operate in accordance with policies, procedures, guidelines and protocols of NWLRC/SLNRC, London Public Library, and Immigration, Refugees and Citizenship Canada.
- Participate as a member of NWLRC/ SLNRC team by furthering collective team goals
- Ensure deliverables are in compliance with contribution agreement and administrative obligations while meeting organizational targets
- Attends training opportunities
- Wears a name badge
- Provide a current criminal background check
- Work under pressure and meet deadlines
- Accept other duties as assigned by the Coordinator of NWLRC Settlement Services

## **Additional Assets would include:**

- Strong office administration, communication and organizational skills.
- Experience working within culturally diverse environments.
- Excellent computer skills and knowledge of relevant software that are used in the creation of flyers and other promotional items.
- Ability to work independently as well as within a team.
- Additional languages are an asset.
- First Aid and CPR certified.
- Must have a registered Social Insurance Number and eligible to work in Canada.
- Satisfactory Canadian criminal background checks are a MUST and if you do not have it, it would be paid by the Agency
- Applicants must be able to provide proof to show that they are fully vaccinated upon the Agency's



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To apply for the position please send resume and cover letter as one Word Document or PDF File via email to Vincent Tao, Administration Co-ordinator SLNRC, at [vtao@slnrc.ca](mailto:vtao@slnrc.ca).

Thank you for your interest in this position but only candidates selected for an interview will be contacted. Please do not call.

*“We work together to “empower and enrich the neighbourhood in an inclusive environment.”*