



***South London Neighbourhood Resource Centre***  
Job Description

**Settlement Worker in Schools (SWIS Worker)**

SWIS-London is a partnership between the London District Catholic School Board, Thames Valley District School Board, the London Cross Cultural Learner Centre, LUSO Community Services, YWCA St. Thomas-Elgin and South London Neighbourhood Resource Centre. SWIS-London is funded by Immigration Refugees and Citizenship Canada.

**Reporting to:** The Settlement Worker will be an employee of the South London Neighbourhood Resource Centre. Day-to-day supervision/consultation will be provided by the SWIS-London Supervisor in the form of formal supervision meetings as well as informal support as requested by the worker.

**Work Timelines:** The Settlement Worker position is a **full-time contract position** and will run from Monday to Friday. Some evenings and weekends if/and when required from July 2021 to March 31, 2022.

**Duties:** Provide newcomers to Canada with support to improve their opportunities to become independent by enabling access to school and community information, services and resources.

**Roles and Responsibilities**

**Individual assistance**

Settlement workers will follow a co-ordinated case management approach in providing direct service work with the newcomer students and their families (the client).

1. Provide services in a supportive and culturally-sensitive and linguistically-appropriate manner.
2. Participate in the school reception and orientation process for newcomer students and their families.
3. Provide orientation sessions on programs and services available in the school and community.
4. Inform and orient families and students about settlement related issues.
5. Provide outreach services to new families.
6. Facilitate access to school activities, committees, councils and associations.

7. Facilitate referrals and access to available resources in the community, social services, professional services and government programs.
8. Provide support groups as needed.
9. Enable families to advocate on their own behalf, including for the educational needs of their children.
10. Advocate on client's behalf when appropriate.

### **Direct service work with the school staff**

1. Facilitate constructive and culturally-sensitive communication between the school staff and the newcomer students and their families.
2. Inform and orient staff about settlement-related issues.
3. Assist the school with initiating contact with all newcomer families.
4. Provide cultural background information to the school staff as needed.

### **Presentations (in collaboration with school and community partners)**

1. Facilitate the communication between the client and school in group and presentation contexts.
2. Participate in development and presentation of cultural profiles and workshops.
3. Assist in workshops to increase newcomers' understanding of the educational system and parenting issues in a Canadian context.
4. Participate on committees, workshops, and conferences.
5. In co-operation with partners and other agencies, conduct group orientation and information sessions.
6. Promote settlement-related services for individuals and groups.
7. Develop and implement settlement-related activities for large and small groups.

### **SWIS Administration**

1. Participate in on-the-job training.
2. Actively participate in all Settlement Worker staff meetings and workshops.
3. Participate in the overall operation and activities of the organization.
4. Maintain and submits accurate tracking forms and provides regular monthly updates to the SWIS-London program supervisor.
5. Maintain appropriate written records and files pertaining to settlement services provided to clients.
6. Provide a monthly written report to the SWIS-London Program Supervisor regarding activities and trends.
7. Maintain overall management of client caseload.
8. Ensure appropriate and confidential handling of client information and files.
9. Operate in accordance with the policies, guidelines, and protocols of the program and partner organizations.
10. Accept other duties as assigned by the SWIS-London Program Supervisor.

### **Lines of Communication**

1. Communicate regularly with the SWIS-London program supervisor.
2. Communicate regularly with the school administrator or designate.
3. Collaborate with other settlement workers to ensure integrated service delivery for clients.

### **Job Expectations**

1. Provide client-centered services in a supportive and culturally-sensitive manner.
2. Operate in accordance with policies, procedures, guidelines and protocols of the Service Provider, Thames Valley District School Board, the London Catholic District School Board and Citizenship and Immigration Canada.
3. Participate as a member of South London Neighbourhood Resource Centre staff team by furthering collective team goals.
4. Represent the principles and values of South London Neighbourhood Resource Centre.
5. Work independently and effectively in a team and with other professionals in the community.
6. Promote and demonstrate sensitivity to cross-cultural issues.

### **Qualifications:**

1. Prefer post secondary education in Social Services
2. Extensive experience in actively supporting newcomers and referring newcomers, refugees and immigrants to needed services.
3. Knowledge of current legislation and policies affecting newcomers, refugees and immigrants.
4. Thorough knowledge of social services systems and complement resources.
5. Knowledge and experience of the school environment preferred and ability to work effectively and strategically in a school setting.
6. Excellent interpersonal skills, as well as verbal and written communication skills.
7. Ability to communicate in a second language an asset.
8. Organizational, time management, and leadership skills.
9. Assessment and problem-solving skills.
10. Knowledge and experience in using a PC and associated programs – Windows, MS Office, etc.
11. This position requires a valid driver's license and access to a reliable vehicle
12. Applicants must be able to provide proof to show that they are fully vaccinated upon the Agency's request

### **This is an Internal/ External posting**

**If you are interested in applying for this position, please submit your resume and a detailed cover letter by EMAIL ONLY on or before January 28, 2022 at 5pm to Vincent Tao – Administration Coordinator at vtao@slnrc.ca**

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