



Northwest London Resource Centre

Information & Orientation Outreach Worker Job Description

Report to:

The Information & Orientation Outreach 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 is provided in the form of formal supervision meetings as well as informal support as requested by the Information & Orientation Outreach 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:

Position is a full-time position and will run from Monday to Friday. Some evenings and weekends if/and when required.

Hours per Week: 37.5 hrs./ week

Salary: \$25.31/hr.

Duties: Provide support to newcomer to improve their opportunities to become independent citizens in the City of London. This will be done through:

Group Service to Newcomer Clients:

- Create an outreach strategic plan to ensure that non-settlement and other community organizations are aware about the Settlement Integration Services at NWLRC
- In co-ordination with the Settlement Integration Services staff, plan and coordinate settlement related activities and programs for groups of newcomer clients.
- Provide workshops and information sessions on relevant settlement issues related to IRCC and community services and resources.
- Develop power point information that is based on newcomer settlement needs and Welcome to Canada Guide of IRCC.
- Provide supporting sessions to newcomers immediately upon their arrival on Orientation to Ontario and Orientation to Canada sessions
- Involve resourceful individuals from different community services and service providers to provide the supporting sessions to newcomers.

Work with other Staffs:

- Facilitates constructive and culturally sensitive communication to NWLRC staff and inform staff about settlement related issues newcomers are facing.
- Coordinate and consult themes of information and orientation sessions with Settlement Counsellor and Community Connector staff and other community partners of the LMLIP.



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- Collect newcomer client feedback (e.g. surveys, workshop evaluations, user needs assessment, etc.) to track outcomes of settlement services.
- Work with a team of professionals from other services agencies to ensure that clients' needs are met.

Administration:

- Maintain accurate written records and files pertaining to settlement services provided to clients.
- Enter statistical information in a data system using the IRCC approved tracking system, known as Immigration Contribution Agreement Reporting Environment (iCARE).
- Maintains updated supply of handouts on services, resources and policies that are relevant to eligible clients.
- Ensure appropriate and confidential handling of client information and files.
- Wears a name badge.
- Prepares and submits quarterly reports and statistics.
- Ensure deliverables complies with contribution agreement and administrative obligations while meeting organizational targets and goals.
- Attends training opportunities.
- Keep accurate and up to date files on clients.
- Operate in accordance with policies, procedures, guidelines and protocols of NWLRC/SLNRC.
- Participate as a member of NWLRC/ SLNRC team by furthering collective team goals.
- Accept other duties as assigned by the Coordinator of NWLRC Settlement Integration 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 request

This is an Internal and External posting. If you are interested in applying for this position, please submit your resume and a detailed cover letter to Vincent Tao, Administration Coordinator at vtao@slnr.ca.

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