



South London Neighbourhood Resource Centre

Library Settlement Partnerships Settlement Worker in the Library (LSP Worker)

Report to:

The Library Settlement Worker will be an employee of the Settlement Agency. Day-to- Day supervision/consultation will be provided by the Director of the Newcomer Settlement Services in the form of formal supervision meetings as well as informal support as requested by the worker.

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:

Work Timelines:

The Settlement Worker's position is a full-time position (37.5 hrs./week) situated at Jalna Branch Library of the London Public Library. The position requires weekday, evening and weekend hours

Wages: \$25

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
- 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 narrative and statistical reports as needed
- Attend staff meetings as required by the Settlement Agency and Library

Job Expectations:

- Ensures client confidentiality
- A name badge will be provided by the Settlement Agencies.
- Provides client-centered services in a supportive and culturally sensitive manner
- Work flexible hours including evenings and weekends
- Operate in accordance with policies, procedures, guidelines and protocols of the Settlement Agency, London Public Library, and Immigration, Refugees and Citizenship Canada
- Constructive participation as a member of Settlement agency staff team by furthering collective team goals
- Promotes the principles and values of the South London Neighbourhood Resource Centre
- Work under pressure and meet deadlines
- Other duties as assigned

Qualifications and Skills:

- Prefer post secondary education in Social Services
- Extensive experience in actively supporting newcomers and referring newcomers, refugees and immigrants to needed services
- Excellent interpersonal skills as well as verbal and written communication skills
- Ability to communicate in a second language (Spanish or Arabic) is an asset
- Knowledge and experience using a computer and associated programs (Microsoft Suite)
- 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
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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@slnrc.ca on or before August 22, 2022 by 5pm. No call please.

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