



**South London Neighbourhood Resource Centre
Newcomer Settlement Services**

Settlement Support Worker

Report to: The Settlement Support Worker will be an employee of the South London Neighbourhood Resource Centre (SLNRC). 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.

Commitment:

This is a full time position for (37.5 hrs/week) that will include working evenings & weekends.

Responsibilities

- Attract Participants for the Program by implementing an effective program promotion
- Develop an outreach strategy/training & support system that will engage local established members of the community
- Using a community development approach, consult with staff at SLNRC and partners the factors that impact newcomer participation such time, venue etc.
- Provide opportunities for high need refugee families and their children to be engaged to become productive members in their community
- Provide intake, assessment of client needs and development of both short and long term counselling and orientation services to IRCC eligible refugees
- Through a Case Management service model, assists clients with information, referral, and supportive counselling services
- In conjunction with the Settlement Counsellors, Community Connection Workers, SWIS, LSP, other settlement staff support newcomer families and their children
- Provide and facilitate information sessions for newcomer families in areas pertinent to settlement issues such as financial literacy, rights and responsibilities etc.
- Involve stakeholders and other service agencies in the a solution focused counselling
- Provide follow-up with clients
- Accept other duties as assigned by the Director of the Newcomer Settlement Services

Qualifications:

- Minimum one (1) year experience in providing settlement counselling
- Thorough knowledge of settlement issues facing refugees and new immigrants
- Demonstrated experience organizing and facilitating groups is essential
- Able to communicate in Kurmanji or Sorani Kurdish dialects is considered an asset
- Experience in conducting various methods of outreach

- Good written and oral communication skills in English is required
- Ability to work with a diverse population
- Strong communication and organizational skills
- Highly motivated and a self- starter
- Ability to work independently as well as within a team
- Responsible, trustworthy, approachable and friendly
- Organized and comfortable with promotion and report writing
- Knowledge and experience in using Windows, MS Office, Excel, PowerPoint etc.
- Enters statistical information in a data system using an IRCC approved tracking system, known as (iCARE)
- Ensure appropriate and confidential handling of client information
- Must have a valid driving license
- Wears a name badge.
- Satisfactory Canadian criminal background checks are a MUST and if you do not have it, it would be paid by the AgencyAttends staff meetings and training opportunities
- Operate in accordance with policies, procedures, guidelines and protocols of the SLNRC
- Participate as a member of SLNRC team by furthering collective team goals.
- Involve resourceful individuals from different community services in these programs
- 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 by EMAIL ONLY to: Vincent Tao, Administration Coordinator. Email: Vtao@slnrc.ca

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