



Northwest London Resource Centre

Settlement Counsellor

Job Description

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 in the form of formal supervision meetings as well as informal support as requested by the worker.

Qualifications:

- Social Service Worker Diploma, Social Work Degree or an acceptable combination of education and experience in related fields and extensive experience in actively supporting newcomers and referring newcomers, refugees and immigrants to needed services.
- Excellent interpersonal, verbal and written skills

Hours:

This is a full-time position located at Sherwood Branch of London Public Library. The position requires weekdays, evenings and weekend hours.

Hours per Week:

37.5 hrs./ week

Salary:

\$27.04/hr.

Duties:

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

Individual Service to Clients:

- Meets with clients to assess their settlement strengths and needs and set individual priorities.
- Provides a case management approach service that draws on the individuals personal abilities and assets
- Distributes identified promotional material about the services for newcomers to each newcomer client.
- Assists clients to prioritize their settlement needs and create action plans to be implemented by clients based on assessed settlement needs.
- Maintains a schedule for following up to ensure that clients had successfully met their settlement needs.
- Facilitates referrals within NWLRC and to other most appropriate community services citywide.
- Ensures that clients have timely, useful and accurate information needed to make informed settlement decisions.
- Provides client-centered services in a supportive and culturally sensitive manner.
- Provides practical guidance to assist newcomers in coping with problem of everyday living,



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e.g. housing, transportation and access to social and health services.

- Assists newcomers to understand their rights and responsibilities as new Canadians.
- Identifies and brings forwards for discussion/resolution, any challenge barrier or gaps in service for clientele.

Group Services to clients:

- Facilitates constructive and culturally sensitive communication to NWLRC staff and inform staff about settlement related issues that newcomers are facing.
- Collects newcomer client feedback (e.g. surveys, workshop evaluations, user needs assessment, etc.) to track outcomes of settlement services.
- Participates as a member of NWLRC team by furthering collective team goals.
- Works with a team of professionals from other services agencies to ensure that client' needs are met.

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.)

Administration:

- Distributes generic promotional materials for LSP and settlement services
- Develop and maintain promotional displays and materials
- Enter statistical information into a data system using both OCASI Client Management System (OCMS) and IRCC approved tracking system known as immigration Contribution Agreement Reporting Environment (iCARE).
- Attend Professional Development opportunities
- Prepares and submits monthly narrative reports and statistics when requested.
- Attend staff meetings as required by the Settlement Agency and Library
- Maintains updated supply of handouts on services, resources and policies that are relevant to clients.
- Attends training and professional development opportunities.
- Keeps accurate and up to date files on clients.
- Operates in accordance with policies, procedures, guidelines and protocols of NWLRC/SLNRC.
- Accepts other duties as assigned by the Coordinator of NWLRC Settlement Integration Services.

Job Expectation:

- Ensures appropriate and confidential handling of client information and files.
- Wears a name badge to be provided by the Settlement Agencies.
- Provides client-centered services in a supportive and culturally sensitive manner



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- 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 NWLR

Additional Assets would include:

- Work well under pressure and meet deadlines
- Ability to work with a diverse population.
- Approachable, responsible and trustworthy.
- Strong communication and organizational skills.
- Ability to work independently as well as within a team.
- Additional languages relevant to the community are an asset. Please list languages spoken on your application.
- First Aid and CPR certified or get certification if hired
- Must have a registered Social Insurance Number and is 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 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