



South London Neighbourhood Resource Centre Newcomer Settlement Services

Job Description

Settlement Counsellor

Report to: The Settlement Counsellor 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.

Work Timelines: The Settlement Counsellor position is a full-time position covering a Maternity Leave and will run from Monday to Friday starting October 30th, 2020 until October 1st, 2021. Some evenings and weekends if/and when required.

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. Excellent working knowledge of **Spanish** is an asset.

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

1. Individual Service to Newcomer Clients:

- Distribute identified promotional material about the services for newcomers to each newcomer client
- Ensure that newcomer immigrants are aware of the IRCC funded services
- Meet with clients to assess their settlement strengths and needs so that newcomers make informed decisions on their settlement needs
- Assist clients to prioritize their settlement needs and create action plans to be implemented by clients
- Maintain a schedule for following up to ensure that clients had successfully met their settlement needs.
- Facilitate referrals within the SLNRC and to other most appropriate community services city wide.
- Ensure that clients have timely, useful and accurate information needed to make informed settlement decisions.

- Provide client-centered services in a supportive and culturally-competent manner
- Provide practical guidance to assist newcomers in coping with problem of everyday living, e.g. housing, transportation and access to social and health services.
- Provide orientation sessions to newcomers one-on-one and family immediately upon their arrival to get acquainted about life in Canada and understand their rights and responsibilities as new Canadians
- Identify and bring forwards for discussion/resolution, any challenge barrier or gaps in service for clientele

2. Group Service to Newcomer Clients:

- In co-ordination with the other Newcomer Settlement Services staff, plan and coordinate settlement related activities and programs for groups of newcomer clients
- Provide group information sessions that aligns with IRCC's Orientation to Canada fact sheets, Orientation to Ontario products and the Welcome to Canada Guide.
- Involve resourceful individuals from different community services in these programs

3. Work with other Staffs:

- Facilitates constructive and culturally sensitive communication between SLNRC staff
- Inform SLNRC staff about settlement related issues, including a profile of the community
- 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 to ensure that clients' needs are met

4. Administration:

- Maintain accurate written records and files pertaining to settlement services provided to clients.
- Enters statistical information in a data system using a Citizenship and Immigration Canada approved tracking system known as iCARE
- Maintains updated supply of handouts on services, resources and policies that are relevant eligible clients
- Ensure appropriate and confidential handling of client information and files.
- Keep accurate and up to date files on clients
- Wears a name badge
- Prepares and submits reports, statistics etc.
- Networks with other settlement counsellors locally or in other cities in Canada

- Attends training opportunities
- Works flexible hours, including evening and weekends, according to peak user times, as scheduled
- Operate in accordance with policies, procedures, guidelines and protocols of the SLNRC
- Participate as a member of SLNRC team by furthering collective team goals.
- Accept other duties as assigned by the Director of the Newcomer Settlement Services

We thank all applicants but only those chosen for interview will be contacted. This is an internal and external posting. Please do not call. If you are interested in applying for this position, email your resume and detailed cover letter by:

October 26, 2020 before 5pm to:

Vincent Tao, Administration Co-ordinator,

South London Neighbourhood Resource Centre, Email: vtao@slnrc.ca