



## South London Neighbourhood Resource Centre Newcomer Settlement Services

### Job Description

## Information & Orientation Facilitator

**Report to:** The Information & Orientation Facilitator 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 Information & Orientation Facilitator position is a full-time position and will run from Monday to Friday starting October 18<sup>th</sup> 2021 until March 31<sup>st</sup>, 2022 with possibility of extension until March 31<sup>st</sup>, 2023. Some evenings and weekends if/and when required.

**Qualifications:** Post-Secondary Education in Social Work, Sociology, Political Science or related area in the Social Services field or extensive experience of over 3 years actively supporting newcomers. Excellent working knowledge of another language 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:

### Group Service to Newcomer Clients:

- **Power Point Presentations** - Develop power point information that is based on newcomer settlement needs, Welcome to Canada Guide of IRCC and other community related resources can be used.
- **Information and Orientation** – Provide information sessions on various settlement themes related to Orientation to Ontario, Orientation to Canada and community services and resources related to local services
- **Coordination** - In co-ordination with the other Newcomer Settlement Services staff, plan and coordinate settlement related activities and programs for groups of newcomer clients

- **Awareness Creation within Community** - Assist local communities and service providers to better understand the challenges and barriers that new immigrants experience as they integrate into their respective communities.
- **Referral & Working in and with Community** - Ensuring access to and connecting newcomers with community resources and services (Housing, Health, Educational, Cultural, Religious, Banking, Legal and Recreational)
- **Needs assessment-** Meet with newcomers to identify their assets and settlement needs in a welcoming and friendly environment
- **Program Development and Delivery** - Ensure deliverables are in compliance with contribution agreement and administrative obligations while meeting organizational targets and goals.

**Qualifications:**

- Post-Secondary Education in Social Work, Sociology, Political Science or related area in the Social Services field or extensive experience of over 3 years actively supporting newcomers.
- 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
- Knowledge of current community resources, immigration issues as well as changes to the immigration system is an asset
- Excellent working knowledge of another language(s) is an asset

**Administration:**

- Maintain accurate written records and files pertaining to settlement services provided to clients.
- Enters statistical information in a data system using a Immigration Refugees and Citizenship Canada approved tracking system (iCARE)
- Prepares and submits reports, statistics etc.
- 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.
- Attends training opportunities in the fields of communication and settlement
- Keeps accurate and up to date confidential files on clients
- 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
- Wears a name badge.
- Provide a current Police Check
- Accepts other duties as assigned by the Director of the Newcomer Settlement Services

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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 11, 2021 before 5pm to:  
Vincent Tao, Administration Co-ordinator, South London Neighbourhood Resource Centre,  
Email: [vtao@slnrc.ca](mailto:vtao@slnrc.ca)