



# Northwest London Resource Centre

## **Coordinator of NWLRC Settlement Integration Services Job Description**

### **Report to:**

The temporary Coordinator of NWLRC Settlement Services will be an employee of Northwest London Resource Centre (NWLRC). Day-to-Day supervision/consultation will be provided by the Associate Director of Northwest London Resource Centre in the form of formal supervision meetings as well as informal support as requested by the Coordinator.

### **Qualifications:**

Social Service Worker Diploma, Social Work Degree, Community Development Degree, related social services field of expertise or extensive experience of over 3 years actively working with newcomers in a community/neighbourhood setting. Experience leading a team and a project or service.

### **Hours:**

It is a temporary contract full-time position and will run from Monday to Friday. Some evenings and weekends if/and when required.

### **Hours per Week:**

37.5 hrs./ week

**Duties:** The Co-ordinator of NWLRC Settlement Services duties are subject to change based on funder and community need. The primary distribution of tasks is as follows:

### **Administration:**

- Maintains financial management of Settlement Services funding.
- Purchase all needed supplies for Settlement Services.
- Maintain all appropriate supplies and equipment for Settlement Services project.
- Ensure appropriate and confidential handling of client information and files.
- Oversees statistical information in a data system using the IRCC approved tracking system, known as Immigration Contribution Agreement Reporting Environment (iCARE).
- Provide APPR reports on iCARE
- Wears a name badge.
- Prepares and submits reports and statistics as needed to funder and NWLRC/SLNRC Board of Directors.
- Networks with other city-based settlement agencies.
- Attend staff meetings, training opportunities and community meetings.
- Operate in accordance with policies, procedures, guidelines and protocols of the NWLRC/SLNRC



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- Participate as a member of NWLRC team and SLNRC team by furthering collective team goals.
- Accept other duties as assigned by the Associate Director of NWLRC.

## **Outreach:**

- Oversee and monitor the department outreach plan.
- Develop, link and network with community agencies, and other institutions and stakeholder by creating formal and informal partnerships.
- Participate in any relevant newcomer related committees and networks (LMLIP).

## **Individual Service to Newcomer Clients:**

- Ensures the distribution of identified promotional material about the services for newcomers at NWLRC Settlement Services to each newcomer client.
- Ensures services are delivered in a supportive and culturally sensitive manner.
- Ensures distribution of generic promotional materials as identified by IRCC.
- Ensures the settlement team is connecting youth, families, seniors and adults in the community to additional services, educational opportunities, employment and other resources as needed.
- Support overall transition, resilience and integration of newcomer seniors, adults, youth and their families into the northwest London community.

## **Data Collection/ Client Information/ Reporting Management:**

- Creation and collation of Settlement Service Forms (Needs Assessment, Settlement Plan, Information and Referrals and Intake Forms)
- Develop, update and maintain case management systems.
- Completion of all reporting needs of NWLRC Settlement Services with IRCC
- Collect newcomer client feedback (surveys and workshop evaluations) to track outcomes of NWLRC Settlement Services.

## **Supervision of Staff:**

- Oversee the hiring, supervision & evaluation of all NWLRC Settlement Services staff based on the Policies & Procedures of NWLRC/ SLNRC and the guidelines of Settlement Services project.
- Provide full orientation training to all NWLRC Settlement Services staff in accordance with the Policies and Procedures of NWLRC/ SLNRC.
- Hold monthly staff meeting for NWLRC Settlement Services.
- Facilitates links to other service providers in order to support newcomer families to improve their opportunities to become independent citizens in the City of London.

## **Additional Assets would include:**

- Supervisory experience.
- Excellent interpersonal and conflict resolution skills.
- Effective verbal and written communication skills.
- Ability to work independently as well as in a leadership role on a team.



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- Experience in program development and implementation.
- Valid Driver's license with access to a car
- Must have a registered Social Insurance Number and eligible to work in Canada.

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. Email: [Vtao@slnrc.ca](mailto:Vtao@slnrc.ca)

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