Position Title: Settlement Worker – Self-Employment for Newcomers Specialist
Department: Employment
Program: The Self Employment Program for Newcomers
Reports to: Employment Services Manager and the YMCA Business Advisor, Self-Employment for Newcomers Program

Summary

The Self Employment Program for Newcomers helps new immigrants & eligible refugees learn about work in Canada & steps to start a small business. Participants learn the components of doing business in Canada. Through a combination of classroom and one to one support, the 8-week program will include topics that are relevant not only to self-employment but also to Canadian workplace practices. This program is delivered both in-person and online. Participants receive one to one support to complete a business plan & launch their business. The Settlement Worker- Self Employment for Newcomers Specialist, will assist participants in succeeding in the program by providing cultural and language interpretation when needed, supporting clients to create their individualized business plan and other documents connecting participants to resources and services as required. This position will also assist with outreach, marketing, and recruitment for the program.

Key Responsibilities

- Works collaboratively with partner staff to meet deliverables and targets and implement operational and programming adjustments as required
- Assists with community outreach and marketing to engage and recruit participants
- Ensures client eligibility, conducts intake, and provides orientation and information to participants
- Support participants through the provision of language and cultural interpretation as needed
- Assists participants to research independently, review course material, and create business plans and other documents
- Provides information relating to self-employment, mentorship opportunities to reinforce and complement course learning material
- Connects with participants and conducts an ongoing needs assessment to understand their emerging requirements
- Refers clients to resources and services to support program outcomes
- Provides participants with settlement information and orientation to enhance settlement outcomes
- Assist with administrative functions, prepares materials for workshops, monitors client attendance at workshops, and collects client feedback
Job Posting

- Ensures all required service data is correctly inputted into databases; abides by privacy, confidentiality policies, and secure data storage guidelines
- Becomes familiar with Impact North Shore policies and procedures, programming objectives, client service philosophy, and clearly understands the role this position plays in achieving contractual goals and outcomes
- Provides first language services as required to enhance the client experience, including providing document translation support as required
- Performs other duties as assigned by the Employment Services Manager and Business Advisor

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore’s values of excellence, diversity, and respect
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies
- **Engagement.** Shows passion for the job and the mission of Impact North Shore
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are meet on time and according to agreed standards

Qualifications

**Minimum Qualifications**

- 2 – 3 years of client service work in the area of self-employment / employment / settlement
- Bachelor’s Degree in social services and/or related field or equivalent combination of education and experience
- Understands self-employment programming, including philosophical and practical approaches to supporting entrepreneurs
- Familiar with related self-employment services and services for immigrants
• Able to deliver services using a variety of service delivery methods, including virtual and in-person as required.
• Experience and knowledge in assisting immigrant clients to develop and achieve goals
• Strong interpersonal skills; able to establish and maintain productive working relationships with clients and other team members
• Works as a team to improve communication and quality of services
• Excellent written and verbal communication skills
• Excellent time management and organizational skills
• Must possess a solid knowledge of Outlook, Microsoft Office Suite, Teams, Zoom and ability to learn and adapt to new technologies required for excellent service delivery as needed
• Aligns with and displays organizational core values of accountability, communication, innovation, performance, relationship, and spirit
• Ability to identify barriers to services to promote equity and inclusion for a diverse client population
• Good organizational skills and excellent computer/database administrative skills
• Ability to speak, read, and write in fluent English with fluency in Farsi an asset

Additional Information

Hours: 20 hours / week
Salary Range: $24.00 - $27.00 per hour dependent on experience
Position Start Date: October 2021
Contract: October 2021 – March 2022 (Contract renewal subject to funding)
Posted until filled. Resumes reviewed upon submission.
Email cover letter and resume to: hr@impactnorthshore.ca

Reference: Settlement Worker – The Self Employment for Newcomers Program

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.