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<b>Position Title:</b>	<b>Settlement Worker - Temporary Foreign Workers Specialist</b>
<b>Department:</b>	Settlement
<b>Program:</b>	North Shore Outreach Support for Temporary Foreign Workers
<b>Reports to:</b>	Settlement Lead -- BCSIS

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### Summary

The Settlement Worker – Temporary Foreign Workers Specialist is responsible for the coordination of the day-to-day operations, services and programming of the North Shore Outreach Support for Temporary Foreign Workers Program (TFWP). Programming within the TFWP includes outreach to TFWs, one-to-one and group information sessions, referral services, networking with stakeholders (e.g. employers, Consulates, etc.) and assessing needs for emergency assistance. The position is responsible for helping to ensure that all agency and funder deliverables and anticipated outcomes are achieved.

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### Key Responsibilities

- Provides information, orientation and referrals to temporary foreign workers (TFWs) on the telephone, via Zoom, email, and in-person
- Conducts group information sessions and workshops relevant to TFWs in various industries
- Engages and collaborates with employers and stakeholders to better support TFWs
- Assesses food security needs of TFWs and provides emergency assistance when appropriate
- Supports clients that are presenting in crises
- Assesses service and referral gaps for services and collaborates with local partners to establish relationships
- Assesses client needs, strengths and assets and provides targeted resources and referrals
- Keeps informed of current resources, trends, needs, changes, and service gaps related to TFWs
- Develops partnerships and administration to effectively connect with stakeholders in employment, government and non-governmental organizations
- Provides outreach to agency staff and community organizations for purposes of participant recruitment
- Maintains records, statistics, and all required reporting documentation, including tracking program expenditures. Conducts narrative reporting and data reporting
- Manages wrap-around supports, as needed, and according to client needs
- Provides basic information and referrals to mental health and trauma support, as needed
- Informs Settlement Lead of any significant concerns/client issues promptly
- Ensures all required service data is correctly entered into Impact North Shore and

government databases

- Swiftly responds to queries regarding service data quality
- Ensures all necessary administrative tasks related to service are completed, ensuring all privacy and confidentiality requirements are met
- Performs other duties as assigned by Settlement Lead

## 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 meet 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 a 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 met on time and according to agreed standards.

## Qualifications

### Minimum Qualifications

- 2 years of experience in a direct client service role, preferably with im/migrants and an understanding of the temporary foreign worker experience
- Strong analytical and problem-solving skills, ability to respond to a complex and changing work environment
- Strong writing and verbal communication skills and ability to effectively write funder and program reports as required.
- Bachelor's degree in Community Development, Humanities, or Counselling or High School completion with a diploma or certificate in Community Development, Humanities, or Counselling and/or relevant experience
- Knowledge of Canadian legal, political, cultural, employment, educational, and economic systems
- Knowledge of Canadian immigration pathways
- Knowledge of Employment Standards and WorkSafe BC regulations

## Job Posting

- Knowledge of general and culturally-specific community resources and services on the North Shore
- Experienced in establishing professional boundaries with clients
- Sensible and sound judgement
- Ability to work in a team environment, as well as a capacity to self-motivate and work independently
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Excellent knowledge of Outlook, Microsoft Office Suite, Teams, and Zoom and ability to learn and adapt to new technologies required for excellent service delivery, as needed
- Strong administrative and client service skills
- Strong interpersonal skills and excellent communication and organizational skills
- Sensitivity to diverse cultural values and individual experiences
- Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours as needed.
- Ability to speak, read, and write in fluent English and an additional language – Punjabi, Spanish or Farsi

### Additional Information

**Starting Wage:** \$26.00 - \$28.00 per hour, dependent on experience

**Work Schedule:** 35 hours per week (schedule may vary)

**Contract:** January – March 2024 (Contract renewal subject to funding)

Posted until filled. Resumés reviewed upon submission

Email cover letter and resume to: [hr@impactnorthshore.ca](mailto:hr@impactnorthshore.ca)

Reference: Settlement Worker - Temporary Foreign Workers Specialist

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted. No phone calls please.