
Position Title:	Settlement Worker in School/Settlement Assistant (Ukrainian-Speaking)
Department:	SWIS and Settlement
Program:	SWIS and Settlement
Reports to:	SWIS Manager and Settlement Lead

Summary

SWIS Workers are responsible for providing information, referral, and advocacy; supporting community development, and facilitating workshops and programs to eligible clients in North Vancouver and West Vancouver School Districts. This position provides cultural orientation and information about the local school system and supports the integration of newcomers into the community by connecting newcomers to local schools and larger community resources. The position is responsible for helping to ensure that all agency and funder deliverables and anticipated outcomes are achieved. In addition, on an on-call basis, this role facilitates effective communication between Settlement Workers, Intake Workers, and clients by providing language and cultural support.

Key Responsibilities

- Provides Immigration, Refugees and Citizenship Canada (IRCC) eligible services, including information, orientation, and referral to families on the telephone, via email, and in-person
- Conducts group information sessions and workshops, as per IRCC deliverables
- Implements one-to-one sessions and group programming
- Assesses client needs, strengths and assets; develops service/settlement plan and provides referrals to community resources
- Keeps informed of current resources, trends, needs, changes, and service gaps in the general community and specific client communities
- Develops partnerships with school staff and administration to effectively connect with new immigrant parents and students
- Provides settlement information and orientation sessions, outreach to agency staff and community organizations for purposes of participant recruitment
- Keeps informed of programs, services, and community resources available on the North Shore and refers newcomers based on their settlement needs
- Assists school staff and newcomer families to address issues and concerns
- Conducts in-depth assessment of multiple compounding barriers and identifies client service priorities
- Manages wrap-around supports, as needed, and according to client priorities in their settlement/service plan
- Provides in-depth motivational settlement information and guidance to parents and families, as needed

- Provides basic information for mental health and trauma support, as needed
- Ensures clients have access to necessary service support, including school district resources
- Informs the Manager of SWIS Services of any significant concerns/client issues promptly
- Collaborates with community partners and the school district, as requested by the Manager of SWIS Services to increase awareness of emerging newcomer needs and ensures cooperation between partners to ensure services meet the evolving settlement needs of newcomers
- 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
- Provides on-call Ukrainian language support to clients accessing Impact North Shore Settlement Services
- Performs other duties as assigned by the SWIS Manager and 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-centred 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 immigrants and an understanding of the immigrant and refugee experience, and settlement-integration stages/process

Job Posting

- 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 general and culturally-specific community resources and services on the North Shore
- Familiarity with immigrant youth barriers, diversity, issues related to discrimination and youth-related community resources and supports
- 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 language of service – Ukrainian

We strongly encourage applications from IBPOC, LGBTQS+ people, im/migrants and other equity deserving communities.

Additional Information

- **Work Environment:** The current work environment is both remote and in-office for service delivery requirements. For remote work, a strong internet connection and a quiet space to ensure confidentiality is required during phone calls. In-office schedule is subject to organizational requirements and will fluctuate accordingly.
- **Salary:** \$24.00- \$27.00 per hour, dependent on experience
- **Work Schedule:** 14 hours per week and additional on-call hours (schedule will vary)
- Posted until filled. Resumés reviewed upon submission.
- **Email cover letter and resume to** Hiring Committee -- Settlement Worker in School/Settlement Assistant -- Ukrainian-Speaking
- **Email:** hr@impactnorthshore.ca

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