
Position title:	Settlement Lead (Full-Time, Maternity Leave Contract)
Department:	Settlement
Program:	Settlement
Reports to:	Settlement and Family Programs Manager

Summary

A leadership position within the organization, the Settlement Lead is responsible for the day-to-day operations and service planning of all settlement programs and services. Settlement programming includes family programs, one-to-one settlement appointments, settlement workshops, and specialized programming. The Settlement Lead provides staff supervision and support to Settlement Workers and provides oversight to ensure services are responsive to clients' needs and experiences. The Settlement Lead is responsible for overseeing client data accuracy, conducting narrative report writing, identifying emerging client needs and ensuring on-going quality improvement.

Key Responsibilities

- Support the development and implementation of client-centered services
 - Ensure staff have access to information and training to ensure services are current and responsive to emerging settlement patterns and changes in the policy environment
 - Provide settlement services directly to clients / client families when the service demand reaches over capacity and for clients that are presenting in crises or with high levels of trauma
 - Provide IRCC-eligible services, including information, orientation and referral to individuals, families, and the community, online, over the telephone, through email and in-person, as needed
 - Plan and monitor service planning to identify and create service responses to emerging trends and needs; and lead the team to utilize best practice responses, as appropriate
 - Assess service and referral gaps for settlement service and develop relationships and orientation for new community referral sources
 - Assist the Settlement and Family Programs Manager with reporting, program monitoring and evaluation, service planning, data management, and risk management practices
 - Support and give guidance to staff on service data entry, review, and assessment
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- Review, assess, and make recommendations to continually improve data quality to meet funder and agency requirements
- Analyze data for compliance, identify quality issues, and recommend solutions to ensure internal data integrity is maintained at all times
- Ensure all outcome and client satisfaction surveys are compiled and analyzed. Make recommendations to the Manager for quality improvement.
- Maintain records, statistics, and all required reporting documentation, including tracking program expenditures. Conduct narrative and data reporting. Assist the Manager of Settlement and Family Programs in meeting operational requirements for contracts (i.e. funded services, childcare, service partner MOUs) program monitoring and evaluation, service planning, data management, and risk management practices
- Collaborate with staff across all service areas (Settlement, Employment, Settlement Workers in Schools & Language services) to ensure effective client flow, referrals, and service excellence
- Perform all administrative tasks, as needed
- Other related duties as required by the Manager of Settlement and Family Programs

Key Competencies

- **Values.** Behave consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensure integrity in personal and organizational practices. Build a respectful and client-centered workplace.
- **Innovation.** Think creatively; be open to new ideas and technologies. Be committed to developing effective and new approaches to service excellence. Be flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accept and create a culture of accountability; foster personal growth; take personal ownership. Be self-aware and demonstrate a commitment to ongoing learning and continual improvement. Assess risk and develop risk mitigation strategies.
- **Engagement.** Show passion for the job and the mission of the Impact North Shore. Engage people, organizations, and partners in developing goals, executing plans, and in delivering results.

- **Effective Communication.** Foster open communication, listen to others, speak effectively, and prepare written communication so that messages are clearly understood.
- **Organized & Efficient.** Plan ahead and works in a systematic and organized way. Follow directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Have a vision for the future, build plans, and make decisions to get there. Align program policy and delivery with the strategic directions of Impact North Shore. Champion organizational change.
- **Building the Organizational Team.** Recognize that the leader alone cannot get the job done; coach staff and volunteers to meet the mission of Impact North Shore. Build successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximize organizational effectiveness and sustainability. Align people, work, and systems to meet organizational objectives.

Qualifications

Minimum Qualifications

- 2+ years' experience with staff supervision, support, and coaching
- 3+ years of experience in service delivery environments
- Knowledge of the needs and assets of immigrants and their families; the issues and barriers facing newcomers
- Ability to develop and maintain positive relationships among multiple stakeholders
- Proven record of meeting contract deliverables and reporting
- Strong writing and verbal communication skills, and ability to effectively write funder and program reports, as required
- Excellent knowledge of Microsoft Office Suite (Outlook, ACCESS, Excel, Word, PPT), Teams, and Zoom and the ability to learn and adapt to new technologies required for excellent service delivery, as needed
- Able to identify barriers to services to promote equity and inclusion for a diverse client population



FORMERLY NORTH SHORE
MULTICULTURAL SOCIETY

Job Posting

Additional Information

- **Salary:** \$30.00 - \$32.00 per hour commensurate with experience
- **Work Hours:** 35 hours /week
- **Work Schedule:** Monday to Friday, 3-4 day on-site work required
- **Contract Dates:** May 2023 – November 13, 2024, with a possibility of extension