

Position Title: Settlement Worker in School (SWIS) and Youth Facilitator-Farsi-speaking

Department: SWIS

Program: SWIS and Youth

Reports to: SWIS Manager

Summary

SWIS Workers are responsible for providing information, referral, and advocacy; supporting community development, and facilitating workshops and programs to eligible clients in the North Vancouver and West Vancouver School Districts. They provide cultural orientation and information about the local school system and support the integration of newcomers into the community by connecting them to local schools and larger community resources. Youth facilitation responsibilities encompass implementing programming for immigrant youth (8-12 yrs. and 13-18 yrs.) living in North and West Vancouver. This includes facilitating group workshops and a limited amount of one-on-one information and referral services for youths. The position is responsible for helping to ensure that all organizational and funder deliverables and anticipated outcomes are achieved.

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 clients' 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.

Job Posting

- Provides settlement information and orientation sessions, and outreach to 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 in addressing 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 client has 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 districts, as requested by the Manager of SWIS to increase awareness of emerging newcomer needs and ensures cooperation 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.
- Performs other duties as assigned by the SWIS Manager.

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 the changing demands of clients, funders, and other stakeholders.

Job Posting

- **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.

Minimum Qualifications

- Ability to speak, read, and write in fluent English and language of service – Farsi.
- 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
- 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, 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

Job Posting

- 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

We strongly encourage applications from IBPOC, LGBTQ2S+ people, im/migrants, and other marginalized communities.

Additional Information

- **Starting Wage:** \$25.00- \$27.00 per hour, dependent on experience
- **Work Schedule:** 35 hours per week (schedule may vary)
- **Contract:** January 2024 - March 31, 2025 (Contract renewal subject to funding)
- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance, with some flexibility for remote work.

Application Instructions

Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "SWIS and Youth Facilitator- Farsi-speaking" – in the subject line.

This job opening will remain posted until filled. Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications Impact North Shore receives, only short-listed applicants will be contacted.