
Position Title:	Settlement Worker – Mandarin & Cantonese Speaking
Department:	Settlement
Program:	Settlement
Reports to:	Settlement Lead

Summary

The Settlement Worker provides direct client services and supports for newcomers to adapt to life in Canada. Through an integrated services approach, the Settlement Worker conducts one-on-one detailed needs assessment and referrals, one-on-one information and orientation, group information and orientation, service bridging, community connections, client outreach, resource development, and ensures service accessibility for all eligible clients. The Settlement Worker provides support virtually and in-person.

Key Responsibilities

- Conduct needs and assets assessments, develop service/settlement plans and provide services bridging and referrals for eligible clients
- Provide eligible individuals and families with information, orientation, community connections, and employment support using a variety of service delivery methods (online, telephone, email, and in-person)
- Conduct group information sessions and workshops using a variety of service delivery methods as suitable to meet deliverables
- Assess and respond to clients in crises / presenting with visible trauma (via phone, online, or in-person) and provide immediate support notifying others, the leads, and managers when a more in-depth service intervention is required
- Keep informed with current resources, trends, needs, changes, and service gaps in the general community and in specific client communities
- Develop partnerships with service providers to effectively link clients with appropriate community services (e.g. community services, recreation centers, libraries, etc.)
- Keep informed of programs and services at Impact North Shore and North Shore community resources
- Conduct outcomes measurement, program/service promotions, reporting, client feedback collection, and administrative tasks required
- Attend and take an active role in departmental, all-staff, and community meetings
- Ensure all required service data is correctly recorded into the database;

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abide by privacy, confidentiality, and secure data storage guidelines; and swiftly respond to queries regarding service data quality

- Become familiar and committed to Impact North Shore policies and procedures, programming objectives, client service philosophy, and understand clearly the role this position plays in achieving contractual goals and outcomes
- Provide first language services, as required, to enhance the client experience, including providing document translation support, as required
- Perform other duties as assigned by the Program 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 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 met on time and according to agreed standards.

Minimum Qualifications

- Ability to speak, read, and write in fluent English & Chinese, Mandarin/Cantonese. Fluency in both languages is required.

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- 2 years' experience in a direct client service role, preferably with immigrants and understanding of the immigrant and refugee experience, and settlement-integration stages/process
- Bachelor's degree in Community Development, Humanities, Counselling, or a relevant field or High School completion with a diploma or certificate in Community Development, Humanities, or Counselling and/or relevant experience
- Knowledge of Canadian immigration, legal, political, cultural, employment, educational, and economic systems
- General and culturally-specific community resources and services on the North Shore
- Experienced in establishing professional boundaries with clients
- Sensible and sound judgment
- 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 the ability to learn and adapt to new technologies required for excellent service delivery, as needed
- Strong administrative and client service skills
- Strong knowledge of community resources and services on the North Shore
- 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

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

Additional Information

- **Salary Range:** \$25.00 - \$27.00 per hour, depending on experience
- **Work Schedule:** 28 hours/week (schedule may vary)
- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance, with some flexibility for remote work.

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Application Instructions

Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Settlement Worker – Mandarin & Cantonese 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. No phone calls please.