

Job Title: Newcomer Integration Specialist [Term Contract]
Program: Employment and Settlement
Position Class: Scale 6
Reports to: Employment Team Lead
Hours: 32.5 hrs / week (Monday-Friday)
Type: Term Contract; Aug 10, 2026-March 31, 2027
Wage Rate: \$28.50 / hr, fully funded benefits after 3-month probation

About CVIMS:

Central Vancouver Island Multicultural Society (CVIMS) is a non-profit settlement organization located in Nanaimo, B.C., Canada. Established in 1979, CVIMS provides support to newcomers and refugees. Services include settlement, employment, family, language and community programs. We are client-driven and committed to being accessible and responsive to, as well as reflective of, our diverse community.

Job Summary:

Working as part of a team, the priorities for the Newcomer Integration Specialist are to provide direct, settlement, employment, housing and orientation services to address the needs of newcomers eligible for the BC Safe Haven program. This position will work collaboratively with clients and the CVIMS team to develop appropriate strategies for clients who have applied as Refugee Claimants and are going through the Immigration Refugee Board process.

Key Responsibilities:

Client Intake, Assessment, and Empowerment

- Maintain a welcoming, inclusive, and culturally sensitive environment during client interactions.
- Conduct comprehensive intake interviews with newcomers to collect required documentation and confirm eligibility for various programs and services at CVIMS.
- Gather background information to complete a needs assessment, establishing immediate settlement needs for clients. Prioritize urgent needs such as housing, legal aid, health services, and financial assistance during the intake process.
- Work with the clients to develop initial settlement plans, including goals, to achieve settlement success as outlined in the funding contracts and logic models.
- Conduct regular and thorough follow ups, monitoring and reviewing client progress.

Service Coordination, Outreach and Referrals

- Identify and arrange support services as required including interpretation & translation, housing, transportation, and crisis counselling.

- Facilitate appropriate referrals and access to services at CVIMS to support settlement goals. Promote a variety of orientation and life skills sessions available.
- Provide information and orientation services to newcomers through one-on-one meetings, both online and in person.
- Build client awareness of community resources that will broaden the client's knowledge of life in Canada and ease integration into the community.
- Support opportunities for client to engage in community. Connect newcomers to Canadian citizens, employers, community organizations and public institutions.
- In conjunction with the Team Lead, develop partnerships with service providers and businesses to promote BC Safe Haven funded programs and services to effectively link clients with appropriate community resources.
- Utilize a variety of communication pathways including telephone, email and online to perform outreach services and meet with clients.
- Participate in settlement planning activities, monitor changes to immigration policies, develop and share resources for improved service delivery among colleagues on Vancouver Island (Nanaimo, Duncan and Victoria.) Some travel is required.
- Maintain up to date knowledge of all services available in throughout the region and province to allow for appropriate client referrals and liaise with other community service providers.

Documentation & Administration

- Maintain detailed client records, ensuring confidentiality and compliance with organizational policies and privacy legislation.
- Track client interactions, referrals, and program outcomes using agency databases and reporting systems.
- Support agency reporting by sharing success stories, program challenges, and accurate client data.
- Submit purchase requests, receipts and financial claims to the designated approvers.
- Ensure strict adherence to confidentiality, code of ethics and all other professional codes of conduct.
- Work collaboratively as part of the CVIMS team to ensure agency and client success.
- Follow CVIMS protocols for reporting and communication.
- Participate in all staff meetings, training sessions and professional development opportunities.
- And such further duties and responsibilities as may be communicated by CVIMS from time to time.

Required Education and Certifications:

- Minimum 2 years post-secondary education in career development, counselling, social work or related field. Combination of education and experience will be considered.
- 2 years demonstrated competence in program facilitation and case management of vulnerable sector clients.
- Experience working with vulnerable populations and capacity to maintain professional boundaries.

- Exceptional interpersonal and communication skills, with a proven ability to build trust and rapport across diverse populations. Excellent spoken and written English required.
- Ability to work independently and as part of a team, demonstrating a high level of professionalism and integrity.
- Valid class 5 driver's license and reliable transportation required for regional travel.
- Vulnerable sector criminal record check on file with CVIMS required.
- Training or demonstrated proficiency using client databases, Microsoft Office 365, Zoom, Teams, and other digital tools.
- First Aid Level 1 required.

Preferred Jobs Skills, Experience and Abilities:

- Strong understanding of immigration processes, settlement challenges, systemic barriers and cultural adjustment processes.
- Experience in a similar environment (social services, nonprofit organization, and/or multicultural organization, supporting of survivors of war and violence).
- Additional qualifications and / or training in a trauma-informed practice.
- GBA+ certification.
- Familiarity with resources and supports available in the greater Nanaimo area.
- Priority will be given to applications who are eligible to work in Canada for minimum 3 years.
- Fluency in a second language would be an asset.
- Accountable individual who adheres to agency policies and procedures.
- Attitudes and values in keeping with the goals and philosophies of CVIMS.

Additional Information:

- Travel within Nanaimo Regional District and surrounding region will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, program delivery or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours. This position is eligible for overtime in accordance with the BC Employment Standards Act. All overtime must be approved in advance.
- Fully funded health/dental benefits and group RRSP available after 3-month probation.
- This is a full-time, term contract position funded for 32.5 hours / week, ending March 31, 2027. Schedule is Monday – Friday with daily hours to be determined.