

Job Title: Intake Specialist [Term Contract]
Program: Employment and Settlement
Position Class: Full-Time, Scale 6
Reports to: Employment Team Lead
Type: Term Contract, September 1, 2026 - Mar 31, 2027
Hours: 37.5 hrs / week (Monday-Friday, 8:30-4:30pm)
Wage Rate: \$28.50 / hr + 6% vacation

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:

The Intake/Settlement Specialist serves as the first point of contact for newcomer clients seeking services under provincial programming. This role is responsible for confirming client eligibility, conducting client intakes, assessing client needs, and connecting clients to relevant programs and services. The role provides reception and welcoming services to clients over the phone and in person, sets up appointments with staff and supports the coordination of support services. The position will also assist with administrative support to the BCNSP team.

Key Responsibilities:

Client Intake and Needs Assessment

- Review eligibility criteria for participation in various CVIMS programs
- Collects essential information and conduct assessments on a client's needs (settlement, language, employment, housing, education, etc.) and assets to provide appropriate referrals for both provincially and federally funded programming
- Provide clear, concise and accurate explanations and/or information for newcomers and refugees at initial point of contact
- Provide information and orientation services through one-on-one in person or online, telephone, email & outreach services
- Assist team members to arrange client support services (e.g., transportation, crisis counselling, interpreting and translation)
- Facilitate appropriate referrals and assist clients in assessing community resources to address settlement challenges
- Build client awareness of community services and other available resources

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:

- Certificate or diploma in Social Work, Human Services, Psychology, Community Development or related field required. Applicants who are working towards a certificate or diploma will be considered. Equivalent experience and education may be considered.
- Exceptional interpersonal and communication skills, with a proven ability to build trust and rapport across diverse populations. Excellent spoken and written English required.
- Training and / or experience working with vulnerable populations, including survivors of war, violence, or trauma 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:

- Minimum of 1 years of experience in client intake, needs assessment, or settlement services.
- Strong understanding of immigration processes, settlement challenges, systemic barriers and cultural adjustment processes.
- Familiarity with trauma-informed care and culturally responsive service delivery.
- Cultural competency and sensitivity; experience working with people from a variety of ethnic and racial backgrounds or with marginalized populations
- GBA+ certification is an asset.
- Fluency in a second language would be an asset.
- Priority will be given to applicants who are eligible to work in Canada for minimum 2 years.
- Accountable individual who adheres to agency policies and procedures.
- Attitudes and values in keeping with the CVIMS vision and goals.

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.
- This is a full-time position, funded 37.5 hours / week, 8:30 am-4:30 pm.