

Settlement Counsellor Job Description

Job Summary:

The Settlement Counsellor will be an employee of WEST Inc. and day-to-day supervision and consultation will be provided by the Program Coordinator.

The Settlement Counsellor will be primarily responsible for service delivery that provides newcomer women with supports to successfully integrate into Canadian Society. Settlement services will be delivered within the areas of Information and Orientation, Labour Market Access Participation and Welcoming Communities. The Settlement Counsellor will conduct their job duties in line with the organizational mandate; to improve the employability of visible minority and newcomer women plus delivery services that are consistent, coordinated and responsive to the needs of newcomer women and communities.

The duties are subject to change based on community need.

Primary Duties and Responsibilities:

THE SETTLEMENT COUNSELLOR WILL ASSUME THE FOLLOWING DUTIES AND RESPONSIBILITIES:

- Conduct consultations/ needs assessments with clients to assess their settlement and community essentials as well as develop a detailed settlement plan based on needs identified.
- Provide support and guidance to aid clients in making informed decisions about their settlement needs.
- Perform referrals to appropriate services based on client assessment.
- Facilitate client access to services that will include, but not limited to; appointments, interpretation, translation of documents, completing applications/forms, written correspondence.
- Provide clients with tools and resources that will enable them to gain awareness in areas that include, but not limited to the Windsor-Essex community, life in Canada, laws, plus rights and responsibilities.
- Coordinate information, services and referrals with Settlement Counsellors, Program Coordinator and WEST staff.
- Provide guidance and support to aid clients in connecting with institutions, employers, and landlords.
- Provide clients with information on the labour market, in order to assist them with connecting to the Canadian work environment, mentorship, job searching, networking and employment.
- Assist clients with school registration for all newcomer family members (as required).
- Communicate and deliver services in a supportive and culturally sensitive manner.
- Develop and implement workshop evaluations.

- Increase familiarity with the Language Curriculum (PBLA) and the Canadian Language Benchmarks.
- Assist with the development of client forms and service delivery documentation (as required).
- Other duties as assigned.

GROUP ACTIVITIES & OUTREACH:

- Collaborate with Settlement Counsellors, Program Coordinator and WEST staff to plan and deliver services that will assist clients in establishing a social and professional network through increasing their engagement into the Windsor-Essex community.
- Develop and facilitate workshops and information sessions that include, but not limited to; citizenship, civic engagement, skill development, career development and recreational.
- Organize and conduct community engagement and activities in Windsor- Essex County for clients.
- Assist in the development and distribution of promotional material and communications to create awareness about services available at WEST.
- Liaise with community partners to develop and delivery workshops and information sessions at WEST and in the Windsor-Essex community.
- Collaborate and outreach to community stakeholders that include, but not limited to faith organizations, businesses/organization, community centers, educational facilities and etc. in Windsor-Essex County.
- Participate in outreach activities and represent the organization on committees (as required).

ADMINISTRATION:

- Maintain accurate and up-to-date client files on a daily/ regular basis.
- Input statistical information into a data system, using the Immigration, Refugees and Citizenship Canada approved tracking form on a regular basis.
- Develop, collect and maintain updated documents and resources on services, policies and community information.
- Develop curriculum, lesson plans and resources to assist in the facilitation of workshops and information sessions.
- Assist with the preparation of monthly, quarterly and yearly reports and statistical information.
- Strong computer skills (MS Office, internet) and familiarity with social media.

Flexible hours (evening and weekends) as required.

Additional Qualifications:

- A post-secondary degree or diploma in the areas of Human Services, Social Work or related degree/diploma).
- **Multilingual skills are preferred.**

- 2- 5 years of experience in a related social services field of expertise, or equivalent experience.
- 2-3 years of experience working with diverse populations including newcomers, immigrants and refugees.
- Experience providing guidance and support to clients.
- Able to facilitate groups of newcomer women and clients facing multiple barriers to employment.
- Demonstrated cultural competence and understanding to immigrants, women and under/unemployed individuals.
- A familiarity with community social services networks and resources.
- Strong communication skills (written and oral).
- Demonstrated an ability to maintain confidentiality and knowledge in privacy rights.
- Proven ability to work in changing environment and an ability to multi- task.
- Proven ability to work independently and maintain a supportive and cooperative environment with colleagues.

Wage Range:

\$25-28 / Hour

This is a Fixed Term Contract with Part time hours.

For additional Information or to submit directly to the Human Resources Department –
You can reach me at alejandrov@westofwindsor.com