



## Settlement Counsellor – Part Time

### POSITION 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 seeks to provide support for the successful settlement and integration of newcomers, including immigrants and refugees, through the provision of early settlement and longer-term integration supports. 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 outreach and promotion activities to raise awareness about NSP services among newcomers.
- Conduct an assessment of client needs and develop a plan to address the client's immediate and longer term goals.
- Provide orientation information to clients on key features of life in Canada, available community and government services such as language training, employment and training, education, healthcare and social services.
- Provide information about available community and government services such as language training, employment and training, education, healthcare and social services; referrals and assistance to help clients access other services.
- Support clients to overcome settlement and transition challenges, including facilitation of service access through form filling, interpretation/translation and client advocacy.
- Implement community development and other activities that facilitate community engagement and help clients develop social connections and networks.
- Develop partnerships and coordinate service delivery with other service providers to better meet the needs of newcomers. Services will be delivered through a face-to-face format as well as group programming.
- 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 centres, 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,
- 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).
- 1- 3 years of experience in a related social services field of expertise, or equivalent experience.
- 1-3 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.



Women's Enterprise Skills Training of Windsor Inc.  
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Apply in writing with Resume and Cover Letter to [careers@westofwindsor.com](mailto:careers@westofwindsor.com)

***WEST Inc. reserves the right to hire during the posting period. We thank all candidates for their interest; however, only individuals selected for interviews will be contacted. Due to the large volume of applicants, we regret we cannot confirm that our office has received resumes.***

***(Accommodations available upon request)***