



Northwest London Resource Centre

Settlement Counsellor

Job Description

Report to:

The Settlement Counsellor will be an employee of Northwest London Resource Centre (NWLRC). Day-to-Day supervision/consultation will be provided by the Coordinator of NWLRC Settlement Integration Services. Supervision will be provided in the form of formal meetings as well as informal support as requested by the Settlement Counsellor.

Qualifications:

Social Service Worker Diploma, Social Work Degree, related fields of expertise or extensive experience of over 3 years actively supporting newcomers and referring newcomers, refugees and immigrants to needed services.

Hours:

Position is a full-time position and will run from Monday to Friday 9 am to 5 pm. Some evenings and weekends will be required.

Hours per Week:

37.5 hrs./ week

Salary:

\$27.04/hr

Duties:

Provide support to newcomer to improve their opportunities to become independent citizens in the City of London. This will be done through:

Individual Service to Newcomer Clients:

- Ensures that newcomer immigrants are aware of the IRCC funded services.
- Meets with clients to assess their settlement strengths and needs so that newcomers make informed decisions on their settlement needs and settlement plans.
- Provides a case management approach service that draws on the individuals personal abilities and assets
- Distributes identified promotional material about the services for newcomers to each newcomer client.
- Assists clients to prioritize their settlement needs and create action plans to be implemented by clients based on assessed settlement needs.
- Maintains a schedule for following up to ensure that clients had successfully met their settlement needs.
- Facilitates referrals within NWLRC and to other most appropriate community services city wide.
- Ensures that clients have timely, useful and accurate information needed to make informed settlement decisions.
- Provides client-centered services in a supportive and culturally-sensitive manner.



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- Provides practical guidance to assist newcomers in coping with problem of everyday living, e.g. housing, transportation and access to social and health services.
- Assists newcomers to understand their rights and responsibilities as new Canadians.
- Identifies and brings forwards for discussion/resolution, any challenge barrier or gaps in service for clientele.

Work with other Staff members:

- Facilitates constructive and culturally sensitive communication to NWLRC staff and inform staff about settlement related issues that newcomers are facing.
- Collects newcomer client feedback (e.g. surveys, workshop evaluations, user needs assessment, etc.) to track outcomes of settlement services.
- Participates as a member of NWLRC/ SLNRC team by furthering collective team goals.
- Works with a team of professionals from other services agencies to ensure that clients' needs are met.

Administration:

- Maintains accurate written records and files pertaining to settlement services provided to clients.
- Enters statistical information in a data system using both OCASI Client Management System (OCMS) and IRCC approved tracking system, known as Immigration Contribution Agreement Reporting Environment (iCARE).
- Ensures deliverables are in compliance with contribution agreement and administrative obligations while meeting organizational targets and goals.
- Maintains updated supply of handouts on services, resources and policies that are relevant to eligible clients.
- Ensures appropriate and confidential handling of client information and files.
- Wears a name badge.
- Prepares and submits monthly narrative reports and statistics when requested.
- Networks with other settlement counsellors locally or in other cities in Canada.
- Attends training and professional development opportunities.
- Keeps accurate and up to date files on clients.
- Operates in accordance with policies, procedures, guidelines and protocols of NWLRC/SLNRC.
- Accepts other duties as assigned by the Coordinator of NWLRC Settlement Integration Services.

Additional Assets would include:

- Ability to work with a diverse population.
- Approachable.
- Strong communication and organizational skills.
- Ability to work independently as well as within a team.
- Responsible and trustworthy.
- Additional languages relevant to the community are an asset. Please list languages spoken on your application.
- First Aid and CPR certified or get certification if hired
- Must have a registered Social Insurance Number and eligible to work in Canada.



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- Satisfactory Canadian criminal background checks are a MUST and if you do not have it, it would be paid by the Agency

This is an Internal and External posting. If you are interested in applying for this position, please submit your resume and a detailed cover letter by EMAIL ONLY to: Vincent Tao, Administration Coordinator. Email: Vtao@slnrc.ca

We work together to “empower and enrich the neighbourhood in an inclusive environment