



Job Posting

Senior Settlement Worker

Date of Posting;	February 8th, 2021
Closing Date:	Until Filled
Commencement Date:	As soon as possible
Job Title:	Senior Settlement Worker
Classification:	Integrated Program Coordinator 1 / Settlement Worker, Grid 12
Program:	Newcomer Settlement Program
Reports to:	Program Manager
Hours of Work:	35 hours/week. Flexible hours, including possible evenings and weekends

Summary:

This position operates as part of the Chimo Community Services Settlement Program team that provides settlement services to new immigrants in Richmond, BC. The senior settlement worker will engage in traditional settlement worker responsibilities in addition to participating in program development and evaluation, as well as overseeing the development, implementation, and supervision of Settlement Program volunteers.

Key Duties and Responsibilities

1. Actively reaches out to newcomers in various community settings to ensure that eligible individuals and families are easily able to access and utilize program services.
2. Conducts intake interviews with clients, gathering all required personal data and relevant case information. Provides orientation, needs assessment and planning services working in partnership with clients to identify their goals and aspirations.
3. Overseeing the design, development, planning, organization, and facilitation of regularly scheduled community connection activities, as well as group information and orientation workshop sessions on key settlement topics.
4. Acts as case manager for settlement planning comprising individual and family clients.
5. Provides advocacy services as needed to facilitate client access to community services. Ensures that clients receive assistance in completing government forms, and are accompanied to appointments as needed.
6. Provides guidance/support to clients experiencing difficulties with settlement and integration. Helps clients to problem solve and access appropriate services / resources.

7. Ensures that clients who would benefit from different parts of the settlement program are informed about these resources (e.g., life skills education and community connections) and become connected with each relevant aspect of the program that supports clients in meeting their settlement goals.
8. Maintains connections and builds rapport with staff at Chimo, other agencies, and in the community. Initiates and builds working partnerships with other professionals operating within a local catchment area (e.g., community centre staff, Settlement Worker in Schools, health centre workers, library staff, and staff of local faith groups/communities). Identifies opportunities for collaborative initiatives with partner organizations and organizes relevant activities to support newcomers at the local level.
9. Planning, designing, and implementing volunteer-delivered services within the Settlement Program in consultation with supervisor.
10. Participate in the recruitment, selection, training of volunteers in the program as directed by supervisor.
11. Provide input and recommendations to supervisor in program development and growth, formulation of program policy and procedures, and program evaluation.
12. Maintains records, statistics and all required documentation, including program expenditures. Provides reports on clients, as well as input on program budget, to supervisor as required.
13. Handles client complaints at the first level, taking steps to successfully resolve emerging issues in a timely manner.
14. Perform other related program duties as assigned by program supervisor/manager.

Qualifications:

- Valid Class 5 BC driver's license and access to an insured vehicle for work travel use.
- Diploma in a related human/social service field.
- Demonstrated proficiency in one or more of the targeted languages required by the program.
- Minimum of two year recent experience supporting immigrants and refugees or equivalent combination of post-secondary training and experience.
- Demonstrated experience and success working with individuals from diverse backgrounds (age, gender, culture, language, ability, education, sexual orientation) in both individual and group settings.
- Demonstrated experience and success in working in a multi-lingual context.
- Demonstrated competence in verbal and written communications in English.

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