



Multicultural & Immigrant Services Association of North Vancouver Island (MISA)

JOB TITLE: Settlement Practitioner

REPORTS TO: Regional Settlement Manager

WORKING HOURS: 21 hours/week

COMPENSATION:

Based on MISA Wage Grid, Level 5, Part Time Wage Range \$17.52 - \$19.67

POSITION SUMMARY: The Settlement Practitioner provides direct settlement services to immigrants. Working as part of a team, the Settlement Practitioner assists immigrants with their settlement and adaptation process through comprehensive needs assessment, flexible service delivery (individual and in-group sessions) resource provision and supportive referrals. In Addition, this position provides outreach services in the North Island, input into program planning relating to client needs and is responsible for maintaining knowledge of immigration policy, updates on federal information on service delivery, provincial labour market and ensuring reporting is up to date.

CORE COMPETENCIES

- Thoroughness
- Personal Credibility
- Customer Orientation
- Empowering Others
- Technical Expertise

KEY DUTIES AND RESPONSIBILITIES

Orientation Information

- Intake and determine client eligibility in collaboration with the Intake Worker.
- Assist clients to identify/assess needs, barriers, relevant services and options.
- Assist clients to set goals, priorities and develop realistic plans toward settlement and adaptation.
- Identify appropriate services and resources relevant to needs.



- Provide clients with an overview of Canadian society and their rights and obligations.
- Provide clients with introductory and/or basic information on norms, services, and systems.
- Orient service providers presenting to clients on language and cultural barriers.
- Assist in maintaining a comprehensive library of information pamphlets, booklets and videos in various languages.
- Provide timely monthly reports and accurate client data entry/record keeping

Assisted Access to Services

- Provide clients and their families with detailed information, and/or guidance to navigate through specific government processes.
- Introduce clients to relevant services and/or resources within the broader community that relates to their identified needs.
- Identify barriers to accessing broader community services and assist to schedule appointments, prepare brief correspondences, and provide interpretation and translation support.
- Provide cross-cultural orientation to clients and community service providers while clients access service.

Counseling Services

- Provide settlement clients and their families with support to deal with family and cultural adjustment issues.
- Provide support to access services if professional counseling is required.

Outreach and Networking

- Develop, maintain and share community and employer contacts.
- Promote the Association's programs and services through contact with newcomers and ethnic communities.
- Jointly meet with community service providers to address service gaps and accessibility issues related to particular client groups.
- Orientate community service providers to the needs of particular client groups and IWC programs and services.

Record Keeping & Service Support



- Maintain confidential records of contacts with Settlement Enter client information into iCare and other relevant database(s)OCMS.
- Coordination of information and orientation sessions for Settlement.
- Participate in program evaluation (formal/informal) and assist manager with responding to evaluation results e.g. Client outcome survey, Client satisfaction surveys, evaluation of presentations and service delivery etc.
- Write client success stories for reporting and marketing purposes.
- Write anecdotal for provincial and federal reports.
- Proposal writing for public and private sponsors.
- Attend staff meetings and organizational planning and development sessions.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development.

QUALIFICATIONS

Required

- Post secondary training in counseling, social work or a related field, or equivalent combination of education and experience in or outside Canada.
- Fluency in English. Second language is an asset.
- Be able to work flexible hours to accommodate sessions and meetings outside of typical office hours, and emergency situations. This may include out-of-town regional and provincial meetings.
- Worker must have a valid BC driver's license and reliable transportation.
- Worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA.

Preferred Skills, Knowledge and Experience

- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Fluency in other language(s).
- Knowledge of community resources and experience working with community agencies.
- Demonstrated ability to be creative, flexible, open-minded and work on a team.
- Demonstrated ability to be self-directed and well organized.
- Proficient in Microsoft Office programs.
- Experience working with volunteers.

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, It will be required, at times, to work outside normal working hours



and / or outside the organization's facilities depending on the schedule of workshops, activities and events.