



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

The Immigrant Welcome Centre is currently accepting applications for a Settlement Worker in Schools (SWIS).

Who we are...

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award-winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

Who you are...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage clients and keep them engaged through your work with them.
- You have an energetic and positive approach to your work.
- You have strong computer and documentation skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.



The position...

JOB TITLE: Settlement Worker in Schools (SWIS)

WORK LOCATION: Campbell River

REPORTS TO: Regional Settlement Manager

WORKING HOURS: Part-time, 21 hours/week, 45 weeks per year

COMPENSATION:

Based on MISA Wage Grid, Level 5, Wage Range \$21.59 - \$25.35

POSITION SUMMARY

The Settlement Worker in Schools (SWIS) staff member will provide newcomers to Canada (children, youth and families) that attend SD72 schools with Settlement and Community Connection services to improve their opportunities to participate in social, cultural, civic and economic life in Canada by enabling access to school and community information, services and resources. The SWIS Settlement worker will liaise closely with identified Settlement staff in support of the children/families, as well as working closely with School District 72 staff, as appropriate.

CORE COMPETENCIES

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

KEY DUTIES AND RESPONSIBILITIES

Intake

- Identify and connect with immigrants and newcomers regarding MISA services.
- Intake and determine eligibility.



Assisted Access to Services

- Settlement worker will follow a coordinated case management approach in providing direct service work with the newcomer students and their families (the client).
- Provide services in a supportive, culturally sensitive and linguistically-appropriately manner.
- Participate in the school reception and orientation process for newcomer students and their families.
- Provide orientation sessions on programs and services available in the school and community.
- Inform and orient families and students about settlement-related issues
- Provide outreach services to new families.
- Facilitate access to school activities, committees, councils and associations.
- Facilitate referrals and access to available resources in the community, social services, professional services, government programs, while adhering to confidentiality standards.
- Provide support groups/group orientations/group activities as needed.
- Enable families to advocate on their behalf, including educational needs of their children.
- Advocate on client's behalf when appropriate.

Program Management Support

- Facilitate constructive and culturally-sensitive communication between school staff and the newcomer students and their families.
- Inform and orient staff about trends and settlement-related issues.
- Assist the school with initiating contact with all newcomer families.
- Provide cultural background information to the school staff as needed.
- Facilitate communication between the client and school in group and presentation contexts.
- Participate in development and presentation of cultural workshops/resource sharing.
- Assist in workshops to increase newcomers' understanding of the educational system and parenting issues in a Canadian context.
- Be informed about SWIS best practices and connect with SWIS staff in other Districts.
- Participate on committees, workshops and conferences.
- Provide informed leadership for the present and future success of the program.



- Use both the Program Planning Model and Work Plan tools as part of our business processes.

Outreach and Networking

- Promote the Association's programs and services with clients and the community
- Develop, maintain and share community contacts.

Record Keeping & Service Support

- Maintain confidential records of contacts with clients. Enter client information into relevant database(s)OCMS.
- Ensures Freedom of Information and Protection of Privacy Act (FOIPA) guidelines are adhered to.
- Assists to establish and maintain all applicable MISA policies and procedures.
- Attend staff meetings and organizational planning and development sessions as requested.
- Participate in MISA's professional development program.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development.

This position will include collaborating with other staff on their projects when required.

QUALIFICATIONS:

Required

- Post secondary training in business, administration, community development, or equivalent combination of education and experience in or outside Canada.
- The worker must have a valid BC driver's license and reliable transportation.
- The worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA. In addition, they will follow MISA processes and use MISA tools and where possible provide constructive feedback on the enhancement of these.



PREFERRED SKILLS, KNOWLEDGE, EXPERIENCE AND ATTRIBUTES:

- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Demonstrated computer proficiency and working knowledge of MS Office programs.
- Experience using virtual platforms e.g. Zoom.
- Fluency in other language(s) is an asset.
- Excellent interpersonal skills, as well as verbal and written communication skills.
- Assessment and problem solving skills.
- Resilience along with the ability to assess situations.
- Strong organizational, time management and leadership skills.
- Knowledge of community resources and experience working with community agencies.
- Knowledge and experience maintaining confidentiality, appropriate boundaries with other staff and clients in a professionally assertive manner.
- Demonstrated ability to be creative, flexible, open-minded and work on a team.
- Demonstrated success in relationship-building
- Demonstrated ability to be self-directed.
- Working knowledge of current FOIPA Act.
- A positive commitment to MISA clients, MISA mission and the organization.

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.

How to apply...

Applications must include a **cover letter** and **resume** detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team. Incomplete applications will not be accepted.



Please submit applications to deborah.hall@immigrantwelcome.ca by 9:00 a.m. on Thursday, August 12, however application deadline may be extended if a suitable candidate has not been found.

Thank you for your interest in joining our team. Please note we do not accept phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!