



Vacancy Posting – Competition #2019-08-08-SW

Posting date:	August 8, 2019
Closing date:	August 23, 2019
Position:	Settlement Worker
Hours of work:	Monday to Friday – 35 hours per week (full-time)
Contract period:	Ends March 31, 2020, with possible extension beyond this date
Location of work:	930 Balmoral Road, Victoria BC
Rate of pay:	\$23.05 (benefits after successful completion of probation period)

The Inter-Cultural Association of Greater Victoria (ICA) helps immigrants and refugees meet their social, cultural and economic goals. Comprised of dedicated staff and volunteers, ICA provides language instruction, support finding housing and employment and a range of other services. In addition, ICA is actively engaged in the community to strengthen connections between immigrants and those born in Canada. Through our work, we are building a strong, diverse and vibrant community. ICA is a welcoming, passionate and energetic organization that has been having a positive impact in the Greater Victoria region for nearly 50 years.

Job description

Provides settlement/resettlement integration services to immigrants and refugees. Provides one-on-one support to individuals or family units. Plans and implements group programs for immigrants and refugees. Assists clients in accessing other community-based resources. Focus of position may be on particular client demographics, e.g. youth or seniors; children and youth in schools. Engages in settlement/resettlement outreach to various areas within the Capital Regional District. Reports to the Immigrant and Settlement Services Coordinator.

Qualifications

- Minimum Grade 12 Diploma (Undergraduate Degree preferred) in related discipline on settlement/resettlement-related themes, family law, immigration and refugee studies, social work, intercultural studies, child and youth care or combination of education, training and experience.
- Direct experience with settlement/resettlement service delivery and case management.
- Keen understanding of diversity issues to work with persons from diverse cultural and ethnic backgrounds on settlement/resettlement-related issues.
- Two years' work experience within social services, nonprofit and/or multicultural environment.
- Knowledge of community resources.
- Experience working with immigrants and refugees and understanding immigration issues.
- Proficiency in a language other than English (Arabic, Spanish, Korean, Amharic, Tigrinya or Somali).

Key duties and responsibilities

- Provides settlement/resettlement and integration services to immigrants and refugees through needs assessments, creation of a settlement/resettlement plan, orientation, information, referrals and advocacy.
- Plans, organizes and facilitates workshops and courses on topics relevant to settlement/resettlement integration.
- Links clients with community resources and ICA programs.
- Creates low-intensity or high-intensity settlement/resettlement plans to reflect clients' needs for short-term or long-term interventions.
- Establishes and maintains working relationships with other service providers.

- Provides culturally sensitive problem-solving assistance to clients.
- May include client intake.
- Contributes to overall settlement/resettlement program planning, implementation and follow-up.
- Keeps client management and case notes up to date.
- Uses technology and technological systems, e.g. client management databases and participates in training to learn new systems and stay up to date on systems requirements.
- Participates in settlement/resettlement-related training opportunities to stay current on issues impacting ICA clients.
- Participates in regular team and organization-wide staff meetings as well as some external meetings.
- Follows all ICA policies and administrative procedures.

Required skills and abilities

- Demonstrate specialized, advanced knowledge of settlement/resettlement processes and referral practices.
- Identify and access community services and resources.
- Understand inter-cultural family dynamics.
- Ability to work with individuals and families experiencing discrimination, racism and culture shock.
- Knowledge of eligibility criteria.
- Crisis intervention, trauma informed practice and cross-cultural communication skills.
- Demonstrate empathy.
- Understand the basics of the Canadian legal system, laws and public policy.
- Perform language and cultural interpretation.
- Work effectively with an interpreter.
- Ability to design and deliver workshops, including orientation workshops.
- Manage a case load of immigrant and refugee clients.
- Computer proficiency; create, maintain and access electronic records in a client data management system.
- Understand the objectives of settlement/resettlement services and work effectively across internal ICA programs, including but not limited to, Settlement Workers in Schools (SWIS), Resettlement Assistance, and Youth Services.
- Effective teamwork in a diverse team setting.
- Create and maintain professional boundaries.

Additional information

- Some travel to community locations within Greater Victoria will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, may be required. Flex time schedules will be made to accommodate non-regular work hours.
- ICA compensates overtime hours with time in lieu.
- Valid BC driver's license and access to a car is an asset.
- As a condition of hire, a current, clear criminal record check, including vulnerable populations check, and proof of WHMIS training is required.

Please submit a **cover letter and current resume (in pdf. format)**, noting relevant qualifications, language proficiency and experience to the Inter-Cultural Association of Greater Victoria, Attention: HR Manager, via email to careers@icavictoria.org by 4:30 pm on August 23, 2019. Ongoing posting until the position is filled. **Please quote Competition #2019-08-08-SW in the subject line.**



Please note: This is a unionized position subject to the terms and conditions of our Collective Agreement and of our funding agreements with various funders. As per the Collective Agreement, internal applicants will be given consideration with respect to filling the position prior to external candidates being hired. This position is open to applicants of all genders. This position requires union membership. Only short-listed applicants will be contacted.