



Vacancy Posting – Competition #2021-09-20 SET-W (new positions)

Posting date:	September 20, 2021
Closing date:	Ongoing posting until the position is filled
Position:	Settlement Worker - Two vacancies
Hours of work:	Monday to Friday – 35 hours per week
Start date:	As soon as possible
Contract end date:	March 31, 2022
Location of work:	930 Balmoral Road, Victoria BC
Rate of pay:	\$23.51 (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 actively engages our community to strengthen connections between immigrants and those born in Canada. Through our work, we build a strong, diverse, and vibrant community. ICA is a welcoming, passionate, and energetic organization that has had 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. Serves all individuals, including BIPOC, LGBTQ2+ and Indigenous. Settlement Workers report to the Immigrant Settlement Services Coordinator.

Qualifications (Education and Training)

- 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, not-for-profit and/or multicultural environment.
- Knowledge of community resources.
- Experience working with immigrants and refugees and understanding immigration issues.
- Proficiency in a settlement/resettlement language preferred (Spanish, Cantonese, Arabic, Amharic, Tigrinya, Somalian - **one position requires Dari**).
- Indigenous cultural competencies and/or lived experience with Indigenous communities welcomed.

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 effectively, e.g. client management databases and participates in training to learn new systems and stay up to date on systems requirements.
- Creates awareness of anti-oppressive/social justice issues.
- 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, access, and refer appropriately to ICA programs and community services and resources.
- Understand inter-cultural family dynamics.
- Demonstrate knowledge of eligibility criteria.
- Demonstrate crisis intervention, trauma informed practice and cross-cultural communication skills.
- Demonstrate empathy, and strong relationship building abilities.
- Demonstrate an ability to work with individuals and families experiencing discrimination, racism, and culture shock.
- Understand the basics of the Canadian legal system, laws, and public policy.
- Perform language and cultural interpretation.
- Work effectively with an interpreter.
- Demonstrate the ability to design and deliver workshops, including orientation workshops.
- Manage a case load of immigrant and refugee clients.
- Demonstrate computer proficiency.
- Demonstrate effective use of technology in all aspects of the job.
- Create, maintain, and access 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, Resettlement Assistance, and Youth Services.
- Practice time and resource management techniques.
- Demonstrate effective teamwork and collaboration in diverse team settings and other departments .
- Create and maintain professional boundaries.

Additional information

- Some travel to community locations within Greater Victoria may 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, will be required. Flex time schedules will be made to accommodate non-regular work hours. All overtime must be approved in advance.

- Valid BC driver's license and access to a car would be an asset for a Settlement Worker.
- 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 This is an ongoing posting until the positions have been filled. **Please quote #2021-09-20 SET-W (new positions) 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.