Vacancy Posting – Competition #2022-02-15 ISSC

Posting date: February 15, 2022
Closing date: Ongoing posting until suitable candidate has been selected
Position: Immigrant Settlement Services Coordinator
Hours of work: Between 8:30 am and 6:30 pm
Start date: As soon as possible
Reports to: Immigrant and Refugees Services Manager
Rate of Pay: $30.18 per hour as of April 1, 2022 (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
Develops and coordinates core components of the settlement and integration services program for immigrants and refugees. Assumes full responsibility for the coordination of the orientation/information component, and needs assessment/referral component, of the settlement and integration services program (ICA Immigrant Welcome Centre). Provides leadership and content/administrative support to the departmental staff for the effective delivery of services. Works in close cooperation with the Immigrant and Refugee Services Manager and SWIS Coordinator. Serves all individuals, including BIPOC, LGBTQ2+ and Indigenous, and those with diverse abilities. Reports to the Immigrant and Refugee Services Manager.

Qualifications
- Undergraduate degree or diploma in a related discipline on settlement/resettlement/refugee related themes, immigration and refugee studies, intercultural studies, social work and/or family studies or combination of education, training, and experience.
- One to three years direct work experience with settlement/resettlement/refugee service delivery and integration., or experience in a similar environment.
- Keen understanding of diversity issues to work with immigrants, refugees, and persons from diverse cultural and ethnic backgrounds on settlement/resettlement/refugee related themes.
- Strong administrative skills required.
- Knowledge of community resources.
- Supervisory experience required.
- Working within a unionized environment would be an asset.
- Work experience within social services, not-for-profit, and/or multicultural environment, preferably targeting immigrants and refugees.
- Proficiency in a settlement and/or resettlement language preferred.
- Indigenous cultural competencies and/or lived experience with Indigenous communities welcomed.
- Employment requires proof of full vaccination status or exemption documentation.

Key duties/responsibilities
- Develops and coordinates the settlement and integration services programs through monitoring and supervision of various functions: assessment, orientation, information, referrals and client advocacy.
• Provides ongoing support and advice to settlement staff in regard to issues relevant to client support (e.g. community resources, legal changes, social policy changes).
• Advises and coaches settlement staff on culturally sensitive problem-solving counseling techniques.
• Establishes and maintains working relationships with other service providers.
• Supervises settlement staff and manages their performance.
• Trains settlement staff and practicum students relating to settlement and integration services.
• Provides settlement and integration services to immigrants and refugees through assessment, orientation, information, referrals and advocacy from time to time.
• Collaborates in the preparation of funding applications and contract/departmental budgets.
• Oversees/monitors the contracts and budgets within the responsibility of department.
• Prepares reports and/or assists in the preparation of reports to funders.
• Contributes to overall settlement program planning and implementation.
• Prepares and updates a procedures manual for settlement and integration services that guides settlement staff, practicum students and volunteers in working with clients and departmental procedures.
• Oversees the implementation of a new client management database system that is compatible with IRCC’s iCare database.
• Participates in training on the new system and ensures settlement staff receive the necessary training to accurately use the system.
• Stays up-to-date on systems requirements and communicates problems with the system through the respective internal channels.
• Creates awareness of anti-oppressive/social justice issues.
• Participates in training opportunities to stay current on issues impacting ICA clients and settlement workers.
• Participates in regular team and organization-wide staff meetings.
• Follows all ICA policies and administrative procedures.
• Other related duties as assigned.

Additional Information
• 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, will 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 would be an asset.
• As a condition of hire, an updated criminal record check, including vulnerable populations check, and WHMIS training, are required.

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 suitable candidates have been selected. Quote #2022-02-15 ISSC 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.