

Chimo Community Services

Date of Posting: March 7 2024

Closing Date: March 22 2024

Position Title: Senior Settlement Worker (\$30.89/hr)
(28hrs/wk; occasional evenings/weekend hours)

Classification: Integrated Program Coordinator 1 and Settlement Integration Worker, Grid Level 12

Reports To: Settlement Program Manager

Summary: This position operates as part of the Chimo Community Services Settlement Program team that provides trauma-informed wraparound support and specialized services to newcomers. The Settlement Worker will be responsible for meeting client targets and service deliverables and program outcomes.

Key Duties and Responsibilities:

1. Conduct active outreach to newcomers in various community settings to ensure that eligible individuals and families are able to access and utilize program services.
2. Conduct intake interviews and in-depth assessments with clients, gathering all required data and relevant case information. Work in partnership with clients to identify their goals and aspirations and to develop Client Settlement or Case Management Plans.
3. Provide 1-1 sessions; plan, organize and facilitate workshops and events that meet client needs and program outcomes.
4. Provide customized support that facilitates client access to community services; ensure that clients receive assistance in completing government forms and are accompanied to appointments as needed.
5. Provides guidance/support to clients experiencing difficulties with settlement and integration; help clients to problem-solve and access appropriate services / resources.
6. Maintain connections and build rapport with staff at Chimo, other agencies, and in the community; initiate and build working partnerships with other professionals operating within our local catchment area (e.g., Community Centre staff, Settlement Worker in Schools, Health Centre Workers, Library staff, and staff of local faith groups/communities). Identify opportunities for collaborative initiatives with partner organizations and organize relevant activities to support newcomers.

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7. Participate in the recruitment, selection, training of volunteers/interns as directed by supervisor.
8. Provide input and recommendations to supervisor in program development and growth, program policy and procedures, and program evaluation.
9. Submit client data into CRM and any other assigned reporting template in an accurate and timely manner; Maintain records, statistics and all required documentation, including program expenditures. Provide reports on clients, as well as input on program budget, to supervisor as required.
10. Handle client complaints at the first level, taking steps to successfully resolve emerging issues in a timely manner.
11. Perform other related program duties as assigned by supervisor/program manager.

Qualifications:

Education, Training, Experience, Knowledge, Skills and Abilities

- Minimum of two years of recent experience supporting immigrants and refugees or equivalent combination of post-secondary training and experience.
- Valid Class 5 BC driver's license and access to an insured vehicle for work travel use.
- Diploma in a related human/social service field.
- Demonstrated proficiency in one or more of the targeted languages required by the program (Spanish- or Farsi- and Dari-speaking)
- Demonstrated experience and success working with individuals from diverse backgrounds (age, gender, culture, language, ability, education, sexual orientation) in both individual and group settings.
- Demonstrated experience and success in working in a multi-lingual context.
- Demonstrated competence in verbal and written communications in English.

Please submit your resumé to **hr@chimoservices.com**