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<b>Position Title:</b>	<b>Settlement Worker in School (SWIS) /Youth Facilitator - Farsi</b>
<b>Department:</b>	SWIS
<b>Program:</b>	SWIS and Youth
<b>Reports to:</b>	SWIS Manager

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## Summary

SWIS Workers are responsible for providing information, referral, and advocacy, supporting community development, and facilitating workshops and programs, for eligible clients in School Districts 44 and 45. Provides cultural orientation and information about the local school system. Supports the integration of newcomers into the community by connecting newcomers to local schools and larger community resources. Youth facilitation responsibilities encompass implementing programming for immigrant youth (8-12 yrs. and 13-18 yrs.) living in North and West Vancouver. This includes facilitating group workshops and a limited amount of one-on-one information and referrals services for youth. The position is responsible for helping to ensure that all agency and funder deliverables and anticipated outcomes are achieved.

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## Key Responsibilities

- Provides IRCC-eligible services including information, orientation and referral to students and families, on the telephone, via email and in-person
- Conducts group information sessions and workshops as per IRCC deliverables
- Implements one-to-one sessions and group youth programming including training and supervising short-term contracted youth facilitator
- Assesses clients' needs, strengths and assets; develop service/settlement plan and provide referrals to community resources
- Keeps informed of current resources, trends, needs, changes, and service gaps in the general community and specific client communities
- Develops partnerships with school staff and administration to effectively connect with new immigrant parents and students
- Provides youth settlement information and orientation sessions, outreach to agency staff and community organizations for purposes of participant recruitment
- Keeps informed of programs, services and community resources available on the North Shore and refers newcomers based on their settlement needs
- Conducts group school information sessions and monthly workshops for eligible clients
- Assists school staff and newcomer families to address issues and concerns.
- Conducts in-depth assessment of multiple compounding barriers and identifies client service priorities
- Manages wrap around supports as needed and according to client priorities in their settlement/service plan
- Provides in-depth motivational settlement information and guidance to parents, youth and families as needed
- Provides basic information for mental health and trauma support as needed.
- Ensures client has access to necessary service supports, including school district resources
- Informs the Manager of SWIS Services of any significant concerns/client issues

- promptly
- Collaborates with community partners and the school district, as requested by the Manager of SWIS Services to increase awareness of emerging newcomer needs and ensures cooperation between partners to ensure services meet the evolving settlement needs of newcomers
- Ensures all required service data is correctly entered into NSMS and government databases.
- Swiftly responds to queries regarding service data quality.
- Ensures all necessary administrative tasks related to service are completed, ensuring all privacy and confidentiality requirements are met.
- Performs all administrative tasks as needed.
- Performs other duties as assigned by the SWIS Manager

### Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows a passion for the job and the mission of Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

### Qualifications

#### Minimum Qualifications

- 2 years of experience in a direct client service role, preferably with immigrants and understanding of the immigrant and refugee experience, and settlement-integration stages/process
- Bachelor's degree in Community Development, Humanities, or Counselling or High School completion with a diploma or certificate in Community Development, Humanities, or Counselling and/or relevant experience.
- Knowledge of Canadian legal, political, cultural, employment, educational, and economic systems
- Knowledge of general and culturally-specific community resources and services on the

- North Shore
- Familiarity with immigrant youth barriers, diversity, issues related to discrimination and youth-related community resources and supports
  - Experienced in establishing professional boundaries with clients.
  - Sensible and sound judgement
  - Ability to work in a team environment, as well as a capacity to self-motivate and work independently
  - Ability to identify barriers to services to promote equity and inclusion for a diverse client population
  - Excellent knowledge of Outlook, Microsoft Office Suite, Teams, Zoom and ability to learn and adapt to new technologies required for excellent service delivery as needed
  - Strong administrative and client service skills
  - Strong knowledge of community resources and services on the North Shore
  - Strong interpersonal skills and excellent communication and organizational skills
  - Sensitivity to diverse cultural values and individual experiences
  - Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours as needed.
  - Ability to speak, read, and write in fluent English and language of service - Farsi

## Additional Information

Salary Range: \$24.00 - \$27.00 per hour dependent on experience

Work Schedule: 35 hours per week (schedule may vary)

Contract: November 2021 – March 2022 (Contract renewal subject to funding)

Start Date: November 2021

Posted until filled. Resumés reviewed upon submission.

Email cover letter and resume to: [hr@impactnorthshore.ca](mailto:hr@impactnorthshore.ca)

Reference: Settlement Worker in Schools/Youth Facilitator

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.