
Position Title: Settlement Worker – Temporary Foreign Workers Program

Department: Settlement Services

Reports to: Service Manager – Newcomers Program, and Settlement Lead

Summary

This Settlement Worker is responsible for direct client services and the delivery of programming for the North Shore Outreach Support for Temporary Foreign Workers Program (TFWP). Through an integrated services approach, the Settlement Worker conducts one-on-one detailed needs assessment and referrals, one-on-one and group information session and orientation, service bridging, client outreach, resource development, networking with stakeholders (e.g., employers, Consulates, etc.), and emergency assistance, and ensures service accessibility for all TFWs. The position is responsible for helping to assure that all funder deliverables and anticipated outcomes are achieved.

Key Responsibilities

- Provides information, orientation, and referrals to Temporary Foreign Workers (TFWs) on the telephone, via email, and in-person
- Increases TFWs awareness and understanding of their rights and responsibilities through educational activities and/or existing educational material
- Conducts group info sessions and workshops relevant to TFWs in various industries
- Empowers TFWs to exercise their rights by providing or assisting in accessing services available to them
- Fosters inclusion and welcoming of migrant workers through social, cultural, and/or recreational events
- Engages and collaborates with employers and stakeholders to support TFWs
- Supports migrant workers during emergency situations
- Provides assistance to TFWs experiencing crises or high levels of trauma
- Assesses service and referral gaps for services and collaborates with local stakeholders to establish relationships
- Assesses client needs, strengths and assets and provides targeted resources and referrals
- Keeps informed of current resources, trends, needs, changes, and service gaps related to TFWs
- Fosters new partnerships to effectively connect with stakeholders in employment, governmental and non-governmental organizations to support TFWs
- Outreach to community organizations to promote TFW program and services

- Maintains records, statistics, and all required reporting documentation, including tracking program expenditures
- Conducts narrative reporting and data reporting
- Manages wrap-around supports, as needed, and according to client needs
- Provides basic information for mental health and trauma support, as needed
- Informs Service Manager of any significant concerns/client issues promptly
- Ensures all required service data is correctly entered into Impact North Shore 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 other duties as assigned by Service 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 meet 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
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

Qualifications

- 2 years' experience in a direct client service role, preferably with im/migrants, and an understanding of the temporary foreign worker experience

- Strong analytical and problem-solving skills, ability to respond to a complex and changing work environment
- Strong writing and verbal communication skills and ability to effectively write funder and program reports as required.
- 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 available on the North Shore
- Experienced in establishing professional boundaries with clients; sensible and sound judgment
- Ability to work independently and in a team environment with self-motivation
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Proficiency in MS Office Suite, Teams, and Zoom, and ability to learn and adapt to new technologies required for excellent service delivery, as needed
- Strong administrative and organizational skills
- Strong interpersonal skills, communication, and client service skills
- Sensitivity to diverse cultural values and individual experiences
- Flexible to work on a various schedule including some evenings, as needed
- Proficiency in English; the second language as an asset – Farsi

Additional Information

- **Salary Range:** \$ 25-28 per hour, dependent on experience
- **Work Schedule:** 35 hours per week (schedule may vary)
- **Term Contract:** Till December 31, 2024 (extension subject to pending funding approval)
- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance, with some flexibility for remote work. Service delivery may be required during daytime and evening hours.

Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Settlement Worker - TFWP" – in the subject line and indicate where you found this job posting in your application email.

Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications, only shortlisted applicants will be contacted.