
Position Title:	Settlement Lead –Newcomer Programs
Department:	Settlement
Programs:	Settlement Newcomer
Reports to:	Service Manager, Newcomer Programs

SUMMARY

The Settlement Lead for Newcomer Programs oversees the supervision and support of Case Managers within the BC Services and Assistance for Humanitarian and Vulnerable Newcomers (BC SAF-HAVN) program and Settlement Workers in the BC Newcomer Settlement Programs (BCNSP). This role entails services operational support, service planning, and coordination of deliverables and service activities. This includes assisting clients with settlement needs, providing information orientation and referrals, facilitating workshops, and supporting events and community connections activities. Additionally, the Settlement Lead assists the program managers in planning and administrative tasks to fulfill the funder's expectations.

Key Responsibilities

- Supports newcomer program service team to enhance their understanding of settlement, labour market, and immigration navigation for eligible clients
- Coordinates program activities to achieve program outputs and optimize program outcomes
- Conducts needs assessments, develops service plans and provides service bridging and referrals for eligible clients
- Conducts group information sessions and workshops using a variety of service delivery methods as is suitable to meet deliverables
- Keeps informed of current resources, trends, needs, changes, and service gaps in the general community and in specific client communities
- Assists clients in accessing government, community, and employment networks, as well as services and programs
- Assesses and responds to clients in crises / presenting with visible trauma (via phone, online or in person) and provides immediate support notifying the Manager when a more in-depth service intervention is required
- Develop partnerships with service providers to effectively link clients with appropriate community services (e.g. school districts, post-secondary schools, recreation centers, libraries etc.)
- Keeps informed of programs and services at Impact North Shore and North Shore community resources
- Performs program promotion and marketing activities
- Conducts outcomes measurement, program/service promotions, reporting, client

feedback collection and administrative tasks required

- Attends and takes an active role in departmental, all-staff, and community meetings
- Promotes collaboration and professional growth among team members while ensuring the delivery of high-quality services to clients
- Leads the services Performance Quality Improvement (PQI) procedures and ensures accurate service records, statistics, and program reports are submitted to the Program Manager within the scheduled timeline
- Becomes familiar with Impact North Shore policies and procedures, programming objectives, client service philosophy, and understands clearly the role this position plays in achieving contractual goals and outcomes
- Performs other duties as assigned by the Service Manager – Newcomer Programs

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 passion for the job and the mission of the Impact North Shore. Engages people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **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.
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of Impact North Shore. Champions organizational change.

- **Building the Organizational Team.** Recognizes that the leader alone cannot get the job done; coaches' staff and volunteers to meet the mission of Impact North Shore. Builds successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

Qualifications

- 2+ years of experience with staff supervision, support, and coaching
- 3+ years of experience in service delivery environments
- Bachelor's degree in social or human sciences or a related discipline
- Experience in working with refugee claimants, refugees, and other humanitarian migrants
- Ability to develop and maintain positive relationships among multiple stakeholders
- Knowledge of BC settlement, immigration information, and local community resources
- Ability to design, promote, deliver, and facilitate orientation and education workshops
- Strong writing skills, verbal communication skills and ability to effectively support program reports as required
- Excellent knowledge of Microsoft Office Suite (Outlook, ACCESS, Excel, Word, PPT), Teams, and Zoom and the ability to learn and adapt to new technologies required for excellent service delivery as needed
- Able to identify barriers to services to promote equity and inclusion for a diverse client population

Additional Information

- Starting Wage: \$ 30-32 per hour, dependent on experience
- Work Schedule: 35 hours per week (schedule may vary)
- Work Environment: This position requires 4 days in-office work and allows for 1 day of remote work. This schedule may change depending on client needs.

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 Lead – Newcomer Programs" – 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 short-listed applicants will be contacted.