
Position Title:	Casual/On-call Settlement Worker - Ukrainian speaking
Department:	Settlement
Program:	Settlement
Reports to:	Settlement Lead

Summary

The Settlement Worker provides direct client services and supports newcomers to adapt to life in Canada. Through an integrated services approach, the Settlement Worker conducts one-on-one detailed needs assessment and referrals, one-on-one information and orientation, group information and orientation, service bridging, community connections, client outreach, resource development, and ensures service accessibility for all eligible clients.

Key Responsibilities

- Conduct needs and assets assessments, develop service/settlement plans and provide services bridging and referrals for eligible clients.
- Provide eligible individuals and families with information, orientation, community connections, and employment support using a variety of service delivery methods (online, telephone, email, and in-person).
- Designs, coordinates, and delivers group sessions and workshops on a range of settlement, employment, and community connection topics using a variety of service delivery methods and from a gender-based analysis plus (GBA+) lens.
- Assess and respond to clients in crises / presenting with visible trauma (via phone, online, or in person) and provide immediate support notifying others, the leads, and managers when a more in-depth service intervention is required.
- Provides first language service, as required, to increase service accessibility and enhance the client experience.
- Work closely with community service providers to effectively refer and connect clients with appropriate community services (e.g. community services, recreation centers, libraries, etc.), with a particular focus on service providers that have expertise in or a mandate to support with Francophone, racialized, LGBTQIA+, people with disabilities, women, youth, seniors, survivors of violence, and other equity-seeking populations.
- Keeps informed about local North Shore community resources, government systems (e.g., health system, housing system, local labour market, etc.), as well emerging settlement patterns and the changing immigration policy environment.

- Adopt performance and quality improvement (PQI) approaches in daily work to ensure the continual improvement of services to achieve program outcomes.
- Conducts outcomes measurement, program outreach and promotion, reporting, and client feedback collection.
- Ensures service data is recorded in accordance with funder and organizational standards while adhering to privacy, confidentiality, and security policies.
- Performs other duties as assigned.

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 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 meet on time and according to agreed standards.

Qualifications

Minimum Qualifications

- 2 years' 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.

Job Posting

- Knowledge about GBA+, anti-racist, violence/trauma-informed, and other equity-centered service practices.
- Strong knowledge of local systems and community resources and services on the North Shore.
- Excellent knowledge of Microsoft 365 (Outlook, Excel, Word, PPT, Teams, SharePoint), Zoom, and ability to learn and adapt to new technologies required for excellent service delivery.
- Excellent verbal and written communication skills; second language an asset.
- Ability to work a flexible schedule to support programming and service delivery needs during daytime and evening hours as required.
- Ability to speak, read, and write in fluent English & Ukrainian.

Additional Information

- Work Environment: This position requires in-office attendance. Service delivery may be required during daytime and evening hours.
- Salary: \$26.00 - \$28.00 per hour, commensurate with experience
- Work Schedule: Casual/On-Call
- Applications: will be reviewed and considered upon submission

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 "**Casual/On-call** Settlement Worker – Ukrainian speaking" – 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.