

Information / Settlement Advisor

A division of the Moose Jaw Multicultural Council, the Moose Jaw Newcomer Welcome Centre exists to support the integration and retention of newcomers by helping them make informed decisions and take independent action with regard to their settlement. The NWC is a first stop, walk in, multi-faceted, collaborative regional service centre that welcomes immigrant newcomers. Through our client-centred services, we strive to provide guidance and support in accessing the information, resources and services that will assist clients in their settlement to the Moose Jaw region.

To that end, reporting to the NWC Program Manager, the Information / Settlement Advisor will be an invaluable resource towards newcomer settlement and adaptation in the Moose Jaw region. The Information / Settlement Advisor's primary role is to assist clients in developing personal tools and resources for successful transition to their communities in Saskatchewan. The Information / Settlement Advisor is responsible for providing one-on-one assessment, referral, and follow up service to individuals and families from a broad range of linguistic, ethno-cultural and religious backgrounds.

Primary Duties & Responsibilities

Customer Service

- Consistently delivers enthusiastic, client-centred service.
- Ensures that clients understand the role of a settlement advisor.
- Meets with newcomers within seven days of the initial request date.
- Works flexible hours.
- Travels to communities throughout the region to facilitate access to services for newcomers.

Case Management and Reporting

- Books and confirms client appointments.
- Ensures clients complete necessary paperwork and provide necessary documentation.
- Collects, securely stores, appropriately shares, and completes reporting on client information as per approved systems.
- Assesses newcomers' immediate and long-term settlement needs.
- Provides critical contact and settlement information, identifies personal resources, and refers newcomers to appropriate services based on needs assessment.
- Maintains contact with clients and provides follow-up assessments and coaching sessions.

Information Management

- Validates accuracy and completeness of client and service information.
- Maintains awareness of and continually researches informational resources pertaining to newcomer settlement.

Networking and Professional Development

- Participates in professional development opportunities when possible.
- Provides feedback, shares information, and best practices with other settlement service providers and NWC staff through meetings and other channels.
- Joins the NWC in advocating for clients and the multicultural community within the broader community.

Additional Duties

- Works within the structure of the MJMC and the NWC, reporting directly to the NWC Program Manager.
- Gathers supplemental material and updates workshops as needed to meet specific client needs and individual skill levels.
- Researches and gathers labour market information for clients regarding job openings, entry and skill requirements, and other occupational information.
- Creates and updates marketing information targeted at increasing awareness of MJMC settlement services.
- Completes various reporting requirements as outlined by the program manager and funder.
- Documents client meetings, interventions, and progress.
- Regularly inputs and updates statistical information on clients.
- Maintains contact with clients, follows up, and gathers information on required needs.

Light Touch Services

- Provide newcomers with relevant information and referrals to address their immediate needs upon contact.
- **Programming:** Facilitate initiatives such as the Healthy Living Project for Newcomer Women and Girls, Community Café, and information sessions to support integration and community building.
- Maintain professional working relationships with community service providers to ensure seamless support for newcomers.
- Develop accessible service methods, including phone, internet, and social media, to minimize unnecessary client travel.

Assisted Services

- Assist participants in contacting SaskJobs Career Services to obtain a Career Services Client ID, ensuring the validity of registrations prior to service provision.
- Meet one-on-one with newcomers to assess their settlement needs and help identify resources and services.
- Support newcomers in developing and completing written settlement plans for:

- Conduct follow-ups in person, by phone (Zoom), or via email to evaluate progress against settlement plans and revise them as necessary.
- Be knowledgeable about the Foreign Worker Recruitment and Immigration Services Act, providing appropriate referrals to provincial or federal immigration offices.
- Provide information on key areas related to employment, such as Canadian work culture, interview skills, and the hidden job market.

Workshops and Counseling

- Deliver practical skills workshops centered around employment, settlement, and information referral services. Workshops may include:
 - Financial Literacy (banking, budgeting, income tax)
 - Immigration Pathways (SINP, RNIP, permits)
 - Employment (job maintenance, rights, and responsibilities)
 - Housing (renting vs. buying, rental agreements)
- Provide solution-focused counseling, assisting clients in finding solutions to their challenges through referrals and information.

Community Collaboration

- Collaborate with organizations in the catchment area to ensure community resource information is up-to-date and that appropriate referrals are made.
- Promote services offered by various providers within the community to ensure equitable access to resources for all newcomers.

Supervision and Support

- Supervise facility usage during scheduled events and carry out Program Assistant duties during these times.
- Perform any other duties as assigned by the NWC Program Manager to support the agency and its clients.

General Responsibilities

- Ensures other duties in the best interest of the clients and agency are completed as required.
- Fulfills all responsibilities and duties deemed necessary by the NWC Program Manager.

Qualifications

- Post-secondary degree in Human/Social Services, Community Development or an equivalent combination of education and experience will be considered
- Experience with case-management and working directly with vulnerable populations
- Experience with public speaking and developing and delivering presentations
- Strong understanding and sensitivity to issues affecting immigrant and refugee communities
- Experience working effectively with other service providers and community partners
- Experience working with employers and a strong understanding of their labour market needs
- Amazing communication skills: written, verbal, and non-verbal

- Demonstrated cross cultural communication skills and knowledge of community resources
- Experience with community-based event planning
- Comfortable with database, word processing and ability to use internet and email
- Good organizational skills and the ability to multi-task
- Ability to keep accurate records and carry out duties with a degree of independence
- MS-Office (including Word, Excel), MS Outlook
- Knowledge or foreign credential recognition processes considered an asset
- Fluency in additional languages considered a major asset
- Willing to work on evening/weekend and travel may be required
- Ability to obtain a clear criminal record and vulnerable sector check required
- Class 5 driver's license (no restrictions) and access to a reliable vehicle required

Work Conditions

- Full-time – 37.5 hours/wk.
- Regular work schedule Monday-Friday 8:00AM-4:30PM
 - Possibility for some evening and weekend work

Limitations

- Due to the stipulations of the Immigration and Refugee Protection Act¹, the Settlement Advisor shall be required to refrain from work related to client immigration, including advising, filling out forms, and any other activity that could be construed as immigration consulting.

¹ IRPA subsection 91.(1)

* Must be provided prior to commencing employment. The criminal record check must be dated within thirty days preceding the first day of employment.