



JOB DESCRIPTION

SWIS High School Worker

The SWIS worker is responsible for the coordination of essential services, educational programs and for the delivery of orientation services to refugee and immigrant students and their families with the aim of facilitating their integration into the school system. The position is also responsible for the coordination of cross cultural and anti -racism education for school personnel and non-immigrant students.

The SWIS Worker directly reports to the Family and Community Supports Manager

Primary Duties & Responsibilities

- Establish and maintain trusting and supporting relationships with students and their families
- Facilitate opportunity for schools, students and parents to better understand each other's culture
- Organize events that will increase the interaction of parents, school staff and ALL students
- Regularly communicate with parents to provide them with relevant information about their child's progress
- Conduct home visits with families when appropriate
- Provide intake/needs assessments to help students identify potential barriers and assist them with a plan to overcome them
- Assist students/parents with setting realistic goals and action plans with youth and family action plans if necessary
- Develop a network within the community and become familiar with community services and programs
- Build relationships and protocols that surround the client referral process with school boards
- Provide newcomer youth and their families with a link to community agencies in order to reach their settlement goals and social needs
- Assist with registering students in schools and orientate them and their families to their particular school setting
- Facilitate transition process of youth into and out of secondary school, including connecting with other youth supports in the schools and post secondary transitions and referrals
- Provide information and orientation to youth and their families on subjects such as: school system, bus routes, safe walking routes, community sports and activities, nutrition, community services, health services etc.
- Run targeted youth after school and summer programming to address a variety of targeted needs including: Peer mentorship, Youth Advisory committees, unofficial language acquisition, sports and recreation, etc.
- Work with the Refugee and Youth Employment Counsellor to connect and refer youth into employment programming
- Support youth over age 18 still in high school with basic settlement connections, such as income supports, and community referrals
- Partner with community stakeholders to provide information and orientation in a holistic manner
- Arrange for translation/interpretation services when needed

- Provide solution-focused counselling and crisis intervention as needed
- Provide relevant life-skills training or referrals in areas that are set out in the youth's settlement plan that are not covered by Case Management staff
- Provide referrals to community programs that help build on the strengths of each client
- Assist and encourage parent(s) to present their needs and concerns to the school and service providers
- Facilitate and deliver information sessions to school personnel, non-newcomer students and the community with the aim of fostering the understanding of different cultures, challenges of immigrant and refugee youth and the strengths that they have to offer
- Facilitate anti-racism education in schools with the aim of creating awareness and facilitating the integration of refugee/immigrant youth in school and the community
- Create and maintain student files
- Record client information, student/family plans, observations/activities and document services as required for manager, funder reports and input in Better Outcomes database
- Maintain updated information on services, resources and policies that are relevant to the school and community settlement process
- Provide general reception and administrative duties as needed or on a rotational basis when front desk staff are away or to meet safety requirements
- Other duties as outlined by the Family and Community Supports Manager

Qualifications

- Post-secondary degree in Human/Social Services or an equivalent combination of education and experience
- Knowledge of and experience working within the public and private education systems
- Experience working with children and youth
- Understanding and sensitivity to issues affecting immigrant and refugee communities
- Ability to work effectively with other service providers and community partners
- Amazing communication skills: written, verbal, and non-verbal
- Demonstrated cross cultural communication skills and knowledge of community resources
- Comfortable with database, word processing and ability to use internet and email
- Well-developed interview, analytical, and problem solving skills
- 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
- Fluency in additional language considered an asset
- Willing to work on evening/weekend and travel if needed
- Mandatory Class 5 driver's license with no restrictions
- Clear Criminal Record with Vulnerable Sector check

Work Conditions

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