



JOB DESCRIPTION

Settlement Worker/Case Manager

Settlement Workers provide guidance to Permanent Residents of Canada by assessing the clients' needs, developing settlement plans, and making referrals that will ultimately assist in reaching the settlement goals as set out by the client.

Case Managers work with clients who have complex cases and need assistance in tracking and supporting their settlement journey to ensure they have their essential needs met.

The Settlement Worker/Case Manager directly reports to the Settlement Team Lead and the Settlement Services Manager.

Primary Duties & Responsibilities

Settlement

- Assess needs for permanent residents and develop settlement and action plans
- Work with Language Manager to facilitate clients obtaining a language assessment and entering the language program
- Provides knowledgeable information and assistance to clients on post arrival services options, guidelines, and services within the community
- Helps to develop internal service delivery methods, tracking and reporting tools
- Arrange for translation and interpretation of written and verbal information when necessary
- Maintain and manage community interpreter group and training
- Organize/facilitate general individual and group orientation sessions, workshops, and community resource events for clients
- Provides assistance with completing appropriate forms, letters, and applications if needed
- Provides non-therapeutic counselling (crisis intervention), when necessary
- Collect and input client demographic information into database (Better Outcomes)
- Maintain up to date client files and statistical information while ensuring the confidentiality of client information
- Follow quality control guidelines to facilitate compliance and maintain database/data collection integrity
- Develops outreach strategy to reach all newly arrived immigrants in the community
- Ensure program meets the identified outcomes and performance measurements according to guidelines of the IRCC Contribution Agreement
- Refer clients to programs and services in Canada

Case Management

- Carries out intakes and assessments for case management clients and develops support plans through consultation with them
- Helps clients access and navigate community services by providing information, advocating for clients, and providing or locating interpreters and translators for various appointments
- Facilitates communication and coordination between various organizations and service providers on the clients' behalf to ensure they are getting the support required
- Accompany client to necessary appointments in the community to ensure knowledge of processes and support with necessary organizations
- Ensures regular follow ups, meetings, and contacts while clients are on the complex case programming
- Provides crisis intervention and implements preventative measures
- Provides home outreach and visitation for participants as needed
- Works closely with Enhanced Life Skills Worker to provide appropriate life skills supports relevant to clients' needs
- Does regular follow-up and exit assessments and develops exit plans for clients no longer requiring the program

Both

- Liaise between clients and various community partners
- Ensure that all client information is kept up to date, accurate and confidential
- Participates in professional development and training opportunities
- Recording all relevant client information on databases in a consistent and timely manner
- Attend regular staff and team meetings as required by the position
- Ensure program meets the identified outcomes and performance measurements according to guidelines of the IRCC Contribution Agreement
- Keep updated information on community resources to distribute to clients
- Develop and build strong relationships with local community agencies, governments and professional organizations
- Conduct focus group and individual client satisfaction survey for program evaluation purposes
- Other duties as outlined by the Settlement Services Manager

Qualifications

- Post-secondary degree in Human/Social Services or an equivalent combination of education and experience
- 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 especially in Arabic, Kinyarwanda, Swahili, Somali, and French
- Valid Class 5 Driver's license with no restrictions and clear drivers abstract
- Provide a clear criminal Record with Vulnerable Sector Check
- Willing to work on evening/weekend and travel if needed

Work Conditions

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