



JOB DESCRIPTION –APPENDIX “A”

Settlement/RAP Worker (Bi/Multi-lingual)

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. RAP Workers provide resettlement assistance services to Government-Assisted Refugees (GARs) under the Resettlement Assistance Program (RAP). The program is aimed to deliver immediate and essential RAP support services to eligible clients that range from airport reception all that way through to locating and securing permanent accommodations.

The Settlement/RAP Worker directly reports to the Settlement Services Manager

Primary Duties & Responsibilities

RAP

- Accompanies and welcomes new clients from airport to Moose Jaw
- Conducts needs assessments and referrals that respond to the immediate needs of clients
- Provides appropriate temporary accommodation that supports timely and effective delivery of RAP services with a minimal burden on clients
- Supports effective transition from temporary housing to suitable permanent accommodation, including provisions to assist harder to house clients
- Liaises with landlords and building managers to facilitate renting opportunities for future clients
- Accompanies GAR clients on housing visits as needed or arranges for a volunteer interpreter to accompany the client, also accompanies clients to initial visits to various appointments
- Assists in applying to and accessing federal and provincial programs
- Assists in connecting clients directly with health care system
- Provides basic practical information, orientation resources and programming that address resettlement newcomers’ immediate needs, prepare them for longer term integration challenges, inform them of available services and supports including content tailored to the needs of specific client groups (e.g. youth, seniors).
- Conducts financial orientation informing clients about income support and their financial responsibilities to ensure that they understand the basics of Canadian banking and financial systems, the key entitlements and obligations of their income support budget, and increasing their financial literacy
- Engages partnerships to ensure client-focused service delivery
- Provides support to ensure a seamless and rapid transition from RAP to broader settlement support services, minimizing disruption to the client and facilitating the client’s transition toward playing a productive role in the Canadian society and economy
- Contributes to overall RAP planning and implementation
- Keeps client management and case notes up to date

- Captures data in data management systems (iCare) and participates in training to learn new systems and stay up-to-date on systems requirements
- Participates in RAP-related training opportunities to stay current on issues
- Participates in regular team and organization-wide staff meetings.

Settlement

- Assess needs for permanent residents and develop settlement and action plans
- Arrange for eligible clients to obtain language assessment and enroll in English language programming
- 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
- Organize/facilitate general individual and group orientation sessions, workshops, and community resource events for clients
- Collect and input client demographic information into database (iCARE)
- 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
- 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
- Liaise between clients and various community partners
- Attend regularly scheduled staff meetings to share information about programming, challenges, and opportunities.
- Attend settlement related trainings and conferences as required
- Keep updated information on community resources to distribute to clients
- Develop and build strong relationships with local community agencies, governments and professional organizations
- Engage in the local community events that are aligned with the service objectives when necessary
- 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 languages an asset (mainly Dari, Pashto, Arabic, Tigrinya, and Swahili)
- Willing to work on evening/weekend and travel if needed
- Valid Class 5 Driver's License
- The ability to obtain and maintain a clear criminal record 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