



JOB DESCRIPTION

Youth and Community Connections Worker → SWIS Worker (Transitional Role)

Full-Time (37.5 hours/week)

Position Overview

This is a **unique, full-time transitional position**. The successful applicant will begin in the **Youth and Community Connections (YCC) Worker** role and, in **April**, the position will transition into a **full SWIS (Settlement Workers in Schools) Worker** role.

This structure is intended to support continuity of services, strong relationship-building with students, families, schools, and community partners, and a smooth transition into school-based settlement work.

Throughout both phases, the position reports to the **Community & Family Supports Manager**. During the SWIS phase, the role will also work closely with the **SWIS Team Lead**.

Phase 1: Youth and Community Connections Worker

(Start date – March)

Role Summary

The Youth and Community Connections Worker is a member of the SWIS and Community Connections team. This role focuses on supporting newcomer children and youth through group programming, mentorship, community engagement, and inclusive activities that promote belonging, relationship-building, and positive integration in schools and the broader community.

Primary Duties & Responsibilities

- Establish and maintain trusting, supportive relationships with students and their families
- Work collaboratively with SWIS staff to organize events that increase interaction among parents, school staff, and all students
- Develop a strong network of community services and programs
- Facilitate and support information sessions for school personnel, non-newcomer students, and the community to foster cultural understanding
- Assist with anti-racism education initiatives in schools
- Take a lead role in managing a mentorship-style program for newcomer youth
- Lead the implementation of children- and youth-focused workshops, programs, and activities
- Connect newcomers to community agencies to support social and settlement needs
- Organize opportunities for newcomers to learn about and engage with Indigenous communities
- Work alongside Community Connections staff to plan and deliver community-based events

- Research and apply for funding for special projects or events
- Promote the organization and the settlement process through public speaking
- Deliver intercultural communication and integration training
- Assist with volunteer coordination and file maintenance
- Create and maintain client files
- Record client information and complete required funder reporting and database entries (iCare)
- Complete monthly and annual narrative and statistical reports
- Collaborate with community partners and stakeholders to enhance programming and address service gaps
- Support newcomer engagement in volunteer opportunities
- Other duties as assigned by the Community & Family Supports Manager

Phase 2: SWIS Worker

(Beginning in April)

Role Summary

The SWIS Worker supports refugee and immigrant students and their families by providing school-based settlement services, orientation, needs assessments, and ongoing support to facilitate successful integration into the school system. The role also coordinates cross-cultural understanding and anti-racism education within schools.

Primary Duties & Responsibilities

- Establish and maintain trusting, supportive relationships with students and families
- Facilitate cultural understanding between schools, students, and parents
- Organize school-based events that promote interaction among parents, staff, and students
- Maintain regular communication with parents regarding their child's school experience
- Conduct home visits when appropriate
- Complete intakes and needs assessments and support students/families in overcoming barriers
- Support goal setting and development of individual and family action plans
- Assist with Grade 8 to secondary school transitions
- Build and maintain strong relationships with community services and school boards
- Support student registration and school orientation
- Provide information on school systems, transportation, community activities, health services, and other essential topics
- Deliver targeted after-school and summer programs (e.g., peer mentorship, language support, recreation)
- Coordinate interpretation and translation services as needed
- Provide solution-focused counselling and crisis intervention
- Support life-skills development related to school integration
- Facilitate referrals to community programs
- Empower parents to advocate for their needs within schools and service systems
- Deliver cross-cultural and anti-racism education sessions
- Create and maintain student files
- Record services and outcomes in the Better Outcomes database

- Maintain up-to-date knowledge of relevant policies, services, and resources
- Other duties as assigned by the Community & Family Supports Manager

Qualifications (Required for Both Phases)

- Post-secondary degree in Human/Social Services or an equivalent combination of education and experience
- Experience working with children and youth
- Knowledge of and experience within public and/or private education systems
- Strong understanding of issues affecting immigrant and refugee communities
- Excellent written, verbal, and non-verbal communication skills
- Demonstrated cross-cultural communication skills
- Ability to collaborate effectively with service providers and community partners
- Strong organizational, analytical, and problem-solving skills
- Ability to work independently and maintain accurate records
- Comfort with databases, word processing, email, and internet-based tools
- Proficiency in MS Office (Word, Excel, Outlook)
- Fluency in an additional language is an asset
- Willingness to work evenings/weekends and travel as required
- Provide a clear criminal record check and vulnerable sector check
- Hold a valid class 5 driver's license without restrictions
- Provide a satisfactory Drivers Abstract

Work Conditions

- Full-time: **37.5 hours per week**
- Regular schedule: **Monday–Friday, 8:00 AM–4:30 PM**
- Some evening and weekend work may be required