

Job title	<i>Settlement Coordinator</i>
Program	<i>Settlement Services</i>
Department	<i>Settlement</i>
Reports to	<i>Youth and Settlement Manager</i>

Who WE are?

The Saskatchewan Intercultural Association (SIA) is a social impact organization and was originally established in 1964 with culture at the core of its programs and services. SIA's employment programs are for Newcomers and Indigenous people with the objective of helping them learn about workplace culture and expectations while supporting them find employment. SIA's settlement programs support Newcomers to learn English, develop local life skills, and understand Canadian society so they can integrate more fully into the local community. The agency's intercultural programs provide opportunities for everyone to learn through heritage language training, cultural dance and performance, and intercultural and anti-racist education. Let's just say we are crazy about **CULTURE** and we are also a Great Place to Work (certified!).

Who YOU are?

As a Settlement Coordinator, you are an integral part of the SIA team and bring your passion for supporting newcomers to Saskatchewan and will be responsible for providing settlement themed information and orientation to newcomers. You will work with a team of very creative and purpose driven individuals from all nations and act on SIA values of **Respect, Compassion, Trust, Inclusion and Kinship**.

What do WE offer?

At SIA, we are all about people and culture. We are truly a team in every sense: we trust one another and support each other towards a common goal. Every day through our programs we make a real difference to real people. By joining our team, you will be surrounded by highly motivated and passionate people. You will always be learning and improving in our consistently fun, safe, inclusive and a challenging environment. We will have your back so you can deliver results and do amazing work for Newcomers and Indigenous people.

How will YOU-WE work?

Everyone's safety and welfare are our key priorities. That being said, we do not want to let COVID-19 prevent us from doing the work that matters. We are utilizing all kinds of alternative methods in delivering our programming. Under the current circumstances, this position will be working mostly in the office but some of the time from home through several virtual means such as Zoom and Microsoft Suite.

If you are the right candidate who is passionate, have the right skills and can adapt quickly to any situation, please review further details on the position.

Position Details

Hours

37.5 hours per week

Wage

\$25.52- \$27.72 per hour depending on experience

Positions available

3

Contract Length

January 20, 2022 – December 31, 2022, with possibility of continuing.

Deadline to Apply

January 13, 2022

Job Purpose

This position will provide pathways to services needed for newcomers to Saskatoon and areas in rural Saskatchewan that will lead to their successful integration and retention in Saskatchewan.

This position is responsible for providing settlement services in both Tier 1 and Tier 2 levels (Tier descriptions listed below). This position will provide general information, referrals, settlement services and provide in depth Settlement Action Plans that will facilitate the integration of newcomers into the Saskatoon community.

Duties and Responsibilities

Program Coordination

- Provide quality settlement services within Saskatoon and area and connect newcomers with specific settlement needs to the best settlement resources in the community.
- Work with organizations in the Saskatoon community and within the catchment area to ensure information about community resources is up to date, and appropriate referrals to required services can be made
- Set up one-on-one or family sessions to provide information, orientation, and referrals to clients through a collaborative approach by referring them to other agencies.
- Discuss informed consent with clients and secure that such informed consent is obtained for future interactions.
- Interpret and translate or facilitate interpretation for clients to access services and meet immediate settlement needs.
- Provide on-site access to a computer, photocopier, printer, fax and phone and maintain flexible hours of office operations to accommodate access to services.
- Maintain SIA website with online information about available resources and services for newcomers within Saskatoon and catchment areas.
- Maintain professional and accurate client files/database updates and monthly reports in accordance with program and agency requirements, including all documentation, client activities, registration, assessment, case notes, work action plans, exit, follow-ups and keeping PRISM up to date.
- Provide reports and documents as requested by management.
- Assist with additional duties related to supporting newcomers to access settlement services as requested by management.

Tier 1 Settlement Services:

- Provide clients with information that allows them to actively access mainstream networks, and navigate the Canadian system including way of life, institutions, laws, employment-related topics and others.
- Develop a standard needs determination process that will identify needs (language assistance, settlement, employment, immigration, health, etc.) and will allow for consistent referrals to appropriate services
- Provide pre-arrival services virtually and by email
- Provide appropriate space available for meetings between service providers, community partners and newcomers when requested
- Ensure services are accessible to all newcomers by developing phone, internet and other social media methods of communication, along with in person service.
- Communicate regularly with service providers and track referrals.
- Track the number, type and source of inquiries for activity monitoring and evaluation of the Tier 1 level services.

Tier 2 Settlement Services:

- Provide settlement services that are responsive to the needs, locations and schedules of newcomers in a variety of community settings, and whose needs are assessed as being high and have multiple long-term barriers.
- Complete government registration forms and advise participants of the requirement to gather their consent and SIN number for sharing with the government
- Document each client session, evaluate client progress, and re-assesses client needs according to a pre-defined schedule.
- Provide services and follow-up in the catchment area, travelling if necessary, meeting one-on-one, or virtually if needed, to review and discuss their settlement needs.
- Communicate regularly with other service providers and track referrals.
- Assist newcomers in assessing progress made against their settlement action plans, revising, updating and documenting progress made via the service plan.
- Establish employment needs and expectations. Provide employment resources and make referrals to accessible programs and services that may further clients opportunity to gaining employment.
- Be aware of the Foreign Worker Recruitment and Immigration Services Act and make referrals to provincial and federal immigration offices.
- Provide information and/or referrals to appropriate community resources and cultural groups that may support clients in settling in the local community.
- Close participant files after they have fulfilled the goals in their settlement plan, or if the participant ceases to participate in the actions identified in the plan.

Agency Related Duties

- Actively participate in Agency staff meetings by bringing forward issues for discussion and sharing program information.
- Attend meetings and be a contributing member of any committees deemed appropriate by management.
- Provide timely updates, relevant posts, or any important information that would positively contribute to the Agency's website and/or social media sites.
- Contribute to the planning and organizing of Agency initiatives or events when needed and promote to all contacts and partners when asked.
- Participate actively as an Agency representative in collaborative partner networks and in related community activities when requested by management.

Qualifications

Education

- An undergraduate degree in Social Work, Sociology, Psychology, or Human Services, with previous work experience in settlement or counselling services, or an equivalent combination of education and experience

Experience

- 1-2 years' experience providing counselling services in the non-profit and/or settlement sectors.
- 1-2 years' experience working with EAL immigrant/refugee clients.
- An equivalent combination of education and work-related experience will be considered.

Knowledge, Skills and Abilities

- Demonstrated knowledge of services and resources available to assist newcomers to Canada.
- Skilled at coordinating programming for visible minorities and EAL learners
- Knowledge and appreciation of contemporary issues related to aspects of multiculturalism such as intercultural understanding, equity, human rights, language rights and cultural retention.
- Ability to facilitate group sessions.
- Excellent counselling and conflict resolution skills.
- Demonstrated sensitivity to other cultures and ability to outreach to newcomer communities.
- Excellent written and verbal communication skills
- Ability to work effectively in a culturally diverse environment.
- Satisfactory typing and computer skills with the ability to use Microsoft Office software, iCare and Learning Management Systems (LMS)
- Excellent interpersonal and client-service skills
- Strong organizational skills with the ability to prioritize tasks and work as a team member.
- Ability to multi-task and complete work with limited supervision

Requirement of Employment

- Criminal record check including vulnerable sector
- Valid Driver's License
- Fully vaccinated for COVID-19
- First Aid and CPR certification

Direct Reports

None

How to apply

Please apply through e-mail by sending your **Cover letter** and **Resume** as an attachment to jobs@saskintercultural.org

Indicate the title of the position in the subject line of the e-mail.

We look forward to connecting with you.
All the best!