

Job Description
Settlement and Outreach Worker, Welcoming Communities
Community Action and Engagement

Summary:

The Settlement and Outreach Worker connects with the diverse newcomer and immigrant communities on the Sunshine Coast. Working in collaboration with the Welcoming Communities Partners Group and Capilano University, the Worker designs, facilitates and evaluates activities that engages, teaches, and supports the participants. The Worker reports to the Community Action and Engagement Manager.

Key Duties and Responsibilities:

- Provides information and referral on government services such as health information, taxes, and other matters.
- Arranges orientation sessions for new immigrants about community services such as banking, libraries, child care, the law, etc.
- Provides short-term one to one support for new immigrants including needs assessments and settlements plans that link them to services and supports. Networks and creates awareness of the Welcoming Communities Program within the local immigrant communities.
- Connect with local service agencies, government bodies and the wider community about the program and the needs of immigrants.
- Collaborates with the Communications Assistant to promote events and activities.
- Advocates for the needs of immigrants and newcomers.
- Participates in an internal evaluation of the project.
- Collaborates with other SCCSS programs to enrich program delivery and fulfill our mission more effectively.
- Develops and implements an annual work plan and evaluation process.
- Remains aware of the demographic and socio-economic variables of the community and actively works to reduce barriers to services for affected groups.
- Demonstrates cultural competency working with Aboriginal families and community.
- Supports the mission, vision and values of SCCSS including participating in organizational wide initiatives as interested or asked.
- Collaborates with the Program Manager to develop and establish standards and accountability mechanisms including logic models, monitoring frameworks and evaluation processes including the completion of program(s) reports, stat collection maintenance of relevant documents.
- Assists the Program Manager in creating a learning environment for students and volunteers.
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual financial and other compliance requirements.
- Stays current with SCCSS programs and services and participates in professional development opportunities
- Assists with other duties as required, from time to time, aiding with the efficient operation of the organization.
- Maintains client database and produces statistics and reports as required (iCARE system and BCSIS)

Qualifications and skills required:

- A strong connection to and knowledge of at least one immigrant cultural group on the Sunshine Coast.
- Strong command of the English language both verbally and written.
- Proficiency in a second language is an asset.
- Good working knowledge of the Local, Provincial, and Federal legislation and regulations as relevant to the work.
- Experience working effectively and in a non-judgmental manner with clients from different cultures, ethnicity, and socio-economic backgrounds.
- Experience with program planning, evaluation and reporting.
- Experience writing successful grant applications.
- Demonstrated cultural competency.
- Knowledge of family systems and culturally competent practices.
- Ability to work flexible hours – may require evening and weekend work to meet the needs of the clients.
- Knowledge of the impacts of colonization, including Residential Schools, on Indigenous people.
- Proven ability to work collaboratively across programs and with community partners.
- Strong computer skills in Microsoft Office suite
- Excellent communication and organizational skills.
- Ability to identify and act on priorities.
- Successful results of criminal records check.
- Valid driver's license and reliable vehicle is required for meetings and events across the Coast.
- Strong knowledge of SCCSS programs and services.

Working Conditions

- This position works in a variety of locations including family residences, community settings and a typical office environment.
- This position may work alone, one-to-one with families or individuals, with little to no supervision.

Physical Requirements

- Sitting for extended periods of time and computer use.
- Lifting and moving of supplies, office supplies and other related equipment.
- Moving of furniture such as setting up tables and chairs.

Organizational Relationships

This position reports to the *Program Manager, Community Action and Engagement*