



**Position:** Settlement & Outreach Worker, Sunshine Coast

The Sunshine Coast Settlement & Outreach Worker (SOW) provides needs assessments, information, orientation and referrals services to immigrants and newcomers through the Sunshine Coast Welcoming Communities program. The SOW provides guidance and support to clients experiencing difficulties with settlement and integration, specifically in problem-solving and in accessing appropriate community and government services. This position plans and/or conducts group information sessions on topics related to settlement, and actively advocates for and works to build greater equity, diversity and inclusion.

**Specific responsibilities include:**

- Assist clients with the intake process, assess client needs and provide settlement and adaptation services to clients as required.
- Support interpretation and translation to clients as required.
- Facilitate access by providing link between clients with specific settlement needs to available resources in the community, social services, professional services and government programs.
- Support clients in dealings with institutions, landlords etc. and assist clients in filing appeals and complaints.
- Conduct group and individual orientation and counselling on a variety of settlement related topics such as, housing, education, transportation, employment etc.
- Do outreach to assess community needs, promote programs in the community and participate in networking and coalition building with other service providers, agencies, communities, organizations and institutions providing service to clients.
- Design and deliver orientation workshops
- Identify need for and deliver events, activities and workshops to develop life skills to support adaptation to life in Canada
- Maintain client records, program statistics, and reports and provide regular updates to the Executive Director / the Program Manager / the funder, as required.
- Participate in staff meetings, and professional development/training.

**Ideal Qualifications:**

1. Education in a related human / social service field.
2. One year of recent experience in a related human/social service field; experience with community or social support work preferred.
3. Or an equivalent combination of education, training, and experience.



**Job Skills and Abilities:**

- Fluency in English (spoken and written) and preferably at least one other language
- Effective interpersonal and intercultural communication, and organizational skills
- Flexibility and ability to be a self-starter and take initiative
- Knowledge of the Sunshine Coast communities, and the services and resources available
- Networking and relationship building skills, and ability to work effectively in a diverse team environment
- Ability to work effectively with other professionals and partners in the community
- Knowledge and/or experience of the immigration process an asset
- Ability to work with individuals and communities suffering from discrimination, racism and culture shock
- Detail-oriented with ability to apply critical thinking and problem solving in all situations
- Good computer skills; outlook, excel, word
- Ability to maintain records, statistics and all required documentation and to provide reports on activities as required

**Hours of work:** up to 40 hours per week

**Requirement:** Satisfactory Criminal Record Check

**Pay range:** \$23.85 to \$26.07 per hour plus vacation and paid statutory holidays, depending on qualifications and experience.