

Settlement & Activity Worker

Full Time – 35 Hours/Week

Temporary Until January 8, 2027

Job Summary:

To support Immigrants and their families to understand, navigate, and access social, legal, and economic systems in order to ensure their rights and responsibilities are met, and they are able to integrate in community. To provide intake with clients, including the provision of assessment of need. To co-ordinate a pool of both immigrant and non-immigrant volunteers to support program delivery.

Qualifications:

Education, Training and Experience:

- Diploma in Human/Social Services or related field.
- Training in Volunteer Management
- Minimum two (2) years recent related experience working in Immigrant Services.
- Or an equivalent combination of Education, Training and Experience.
- Valid Driver's License and reliable vehicle with appropriate insurance.

Job Skills and Abilities:

- Must be people oriented, outgoing, dynamic and resourceful.
- Demonstrate organizational and problem-solving skills.
- Knowledge of immigrant settlement processes and referral practices.
- Manage a caseload of immigrant clients.
- Demonstrate teamwork
- Practice time and resource management techniques.
- Practice effective interpersonal and intercultural communication techniques.
- Experience with employment with newcomers an asset
- Experience with job development an asset
- Demonstrate strong written and verbal communication skills.

Key Duties and Responsibilities:

1. Recruit, select, dismiss, orient, train, monitor, evaluate, recognize, and provide support to program volunteers.
2. Follow the intake process and complete in-depth needs assessments with clients by gathering information relevant to the client's situation, identifying problems, needs, risks, strengths.
3. Case management of clients within program guidelines, to create an action plan with the client, to update progress notes, to complete program orientation and forms, to

refer to other programs, to continually follow-up with client until action plan is completed or the client exits the program.

4. To provide guidance and support to clients experiencing difficulties with settlement and integration, to assist in problem solving, and identifying appropriate services and resources.
5. To assist clients to access services (i.e. provide referrals and/or accompany clients to community resources), arrange interpretation or translation service, assist in form filling.
6. To provide guidance, instruction, and skill-building to clients such as life skills and social skills, model appropriate behavior.
7. To encourage and facilitate clients' participation in activities.
8. To maintain liaison and appropriate information exchange with members of Immigrant Services team, other Agency staff, and in order to support clients.
9. To maintain liaison and appropriate information exchange with relevant community agencies and professionals in order to support local service coordination and access to other settlement and non-settlement services.
10. To maintain records and all required documentation.
11. To track services provided by creating individual client files that contain a completed Client Orientation Checklist, Client Intake Form, Client Needs Assessments, Client Action Plan, Referral Form, and Progress Notes.
12. To maintain daily statistical record of contact with clients and services provided.
13. To prepare and submit monthly program activity report to Supervisor.
14. To attend meetings and workshops as directed.
15. Complete all mandatory learning requirements.
16. Performs other relevant duties as required.

General:

- Wage rate as per BCGEU Collective Agreement, Integrated Volunteer Coordinator / Settlement and Integration Worker / Activity Worker – Grid Level 12 - \$30.95 per hour plus health and dental benefits.
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Immigrant Services Coordinator

**To apply for this position, please go to our website at: <https://www.comserv.bc.ca/careers/>
Internal Staff apply through your ADP Work Force Now Career Centre.**

Please mention the name of the job position you are applying for in your cover letter.

NO phone calls. Only short-listed applicants will be contacted.

Open Until Filled