

## Regional Connections Immigrant Services

**Position:** Settlement/Site Team Lead - Altona

**Reports To:** Settlement Director

**Date Posted:** January 16, 2024

**Date of Closure:** January 23, 2024, or until position is filled

### Terms of Employment:

- Location: Altona
- Status: Full-time
- Working Hours: 8:30 AM - 4:30 PM, Monday through Friday
- Starting Wage Rate: \$24-25/hour, depending on experience/education
- Criminal Record Check Clearance with Vulnerable Sector
- Child Abuse Registry Check Clearance
- Driver's licence (class 5) and access to their own vehicle for work related purposes
- Optional health, dental and retirement benefits available

### Program Summary:

The main objective of our Settlement Program is to help newcomers settle and integrate into their community and adapt to life in Canada. Settlement personnel provide direct, front-line services of support, information, referrals, advocacy and orientation for families through the process of settlement.

### Position Summary:

The ideal candidate enjoys helping newcomers to Canada from around the world connect and get established in our local communities. Under the direction of the Settlement Director, the Settlement/Site Team Lead is responsible to provide leadership to settlement personnel at our Altona office and to provide a wide range of services to newcomers aiding them in their settlement, integration and community connection.

### Duties and Responsibilities:

- Together with the Settlement Director and other Settlement/Site Team Leads:
  - Plan program activities in accordance with Regional Connections' vision, mission, core values, sector best practices, and funder directives and targets
  - Plan and disseminate I&O group sessions (in-person and/or online) for clients
  - Contribute to funding proposals as required
  - Is responsible to work in collaboration to continuously work on process improvements
- Facilitate and attend various meetings
- Meet with direct reports a minimum of once a month to touch base and for coaching/training purposes
- Train, direct, mentor, coach and discipline direct reports in accordance with established policy and procedure as needed
- Acting site supervisor
- Attend community meetings where appropriate and report back to the Settlement Director
- When requested by the Settlement Director or Executive Director, will act as a spokes person for Regional Connections services to the media, and answer written and oral inquiries related to settlement services in Altona and region
- Assist the Settlement Director in satisfying funder reporting requirements including, but not limited to:
  - Keeping accurate monthly stats for all site settlement personnel as it pertains to community connections and referrals
  - Writing quarterly narrative reports
  - Ensuring data entry is correct for reporting purposes
  - Completing surveys upon request
- Administration and staff support:
  - Ensure client and staff records are up to date and kept confidential

- Participate in interviews, hiring and assist in conducting orientation for new staff
- Complete Training Plans for each new hire
- Provide ongoing support and feedback to staff
- Organize professional development for staff in collaboration with the Settlement Director
- Perform staff job analysis and evaluation of job descriptions
- Under the direction of the Settlement Director, responsible for Settlement Services Delivery at the Altona Site, including but not limited to:
  - Conducting intake assessments for new clients
  - Assessing client needs and tailoring services accordingly
  - Preparing a Settlement Plan for each client
  - Providing information and orientation regarding life in Canada, customs, laws, health and education systems, housing and employment etc.
  - Introducing and welcoming clients to the community of Altona
  - Arranging and scheduling follow-up contact with each client to evaluate outcomes and progress, and to re-assess needs
  - Providing, or arranging for, interpretation as necessary
  - Facilitating client access to services through referral to appropriate community resources
  - Facilitating client access to Adult ESL, Employment related services
  - Advocating on client's behalf or mediating with institutions, landlords, employers as needed in order to foster understanding
  - Maintaining electronic activity records
  - Reporting on activities, challenges and recommendations for program development
  - Other duties as assigned

#### **Qualifications:**

- While education is important, Regional Connections equally values applicants that have combined work and lived expertise
- Post-secondary education in related field strongly preferred
- A minimum of two (2) years work experience in the settlement of vulnerable newcomers and/or refugees preferred
- Knowledge and experience in settlement and adaptation issues including personal experience with immigration and refugees an asset
- Excellent interpersonal, verbal and written English language skills
- A resident of Altona or the RM of Rhineland preferred
- A strong understanding and knowledge of relevant/available community resources is essential
- The ability to network and connect clients to supports
- Strong ability to work in teams and independently; maintain a supportive team environment
- Good organizational skills for scheduling, task management, note taking, data entry
- Well developed computer skills with experience working with the Office 365 suite and SharePoint
- Proven ability to work well under pressure
- Outgoing personality traits
- Flexible, patient and interested in helping others
- Proven ability to take initiative, be creative and autonomous
- Expertise in facilitating group sessions & delivering presentations
- Effective multitasking, priority setting and time management skills
- Bi/multi-lingual preferred (Examples include, but are not limited to, Arabic, Hindi, Russian, Spanish, Tagalog, Ukrainian etc.)

**Please submit your resume and cover letter to [recruitment@regionalconnections.ca](mailto:recruitment@regionalconnections.ca)**  
***We thank all who apply, but only those selected for an interview will be contacted.***