

## Regional Connections Immigrant Services

**Position:** Level 3 Settlement Worker

**Reports To:** Settlement Team Lead

**Date Posted:** June 29, 2026

**Date of Closure:** July 5, 2026, or until position is filled

**Position Start Date:** on or before July 20, 2026

### Terms of Employment:

- Locations: Winkler
- Status: Full Time
- Hours per week: 35 hours
- Starting Range: \$23 – 24.50/hour
- Criminal Record Check Clearance with Vulnerable Sector
- Must provide a clear Police Record Check with a Vulnerable Sector Search
- A clear Child Abuse Registry Check required

### 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. The Settlement Worker is responsible to help newcomers to Canada from around the world connect and thrive in their local community.

### Position Summary:

The ideal candidate enjoys helping newcomers to Canada from around the world connect and get established in Winkler and surrounding communities. Under the direction of the Settlement Team Lead, the Settlement Worker establishes and nurtures strong lasting relationships with businesses and community stakeholders for the benefit of newcomers into the community and provides direct, front-line services of support, aiding newcomers in their settlement and integration. Services will include, but may not be limited to, providing information and support, orientation, referrals and access to community services.

### Duties and Responsibilities:

- Team Leadership & Mentorship
  - Provide settlement operational support in Winkler: Lead team meetings and support staff during the Settlement Lead's absence, ensuring seamless daily operations.
  - Mentor and train staff: Train new Settlement workers, provide ongoing onboarding support, and mentor new hires through their probationary period—including conducting data entry audits to improve accuracy.
- Case Management & Reporting
  - Take lead on complex cases: Manage complex settlement cases and provide advanced client support, facilitating referrals to specialized case management when required.
  - Ensure data integrity: Research and resolve iCARE database rejections, tracking observed patterns to report to the Team Lead. Assist with ongoing statistical and narrative reporting.
- Temporary Foreign Worker (TFW) Program Coordination:
  - Coordinate the TFW Program: Support and guide regional TFW initiatives at Regional Connections in alignment with Manitoba Settlement Support Services (MSSS) and TFW Contribution Agreements.
  - Lead and collaborate: Lead weekly TFW team meetings and work closely with TFW Settlement Workers to develop effective, community-specific client programming.
  - Coordinate community outreach: Partner with the Team Lead to help TFW staff plan events, group Information & Orientation (I&O) sessions, and Community Connection activities.
  - Track program metrics: Ensure timely, accurate data entry into various information systems for all TFW clients.

- Deliver program reporting: Prepare and present verbal updates at monthly Regional TFW meetings and assist in drafting written narrative reports for MSSS and TFW stakeholders.
- Intake assessment for eligible newcomer clients
- Assess client needs and tailor services accordingly
- Prepare a Settlement Plan for each client.
- Establish and nurture strong lasting relationships with community stakeholders with the goal of helping newcomer clients settle.
- Schedule and conduct follow-up assessments with clients to evaluate outcomes/progress, and to re-assess needs
- Facilitate client access to services through referral to internal programs and appropriate community resources
- Provide or request interpretation and translation services as necessary
- Facilitate in-person, hybrid and online group information sessions with clients
- Plan and lead community connections events and activities (i.e., welcome evenings, special events)
- Facilitate client access to Adult ESL, Employment related services
- Advocate on client's behalf or mediate with institutions, landlords, employers as needed in order to foster understanding on both sides
- Offer emotional support and encouragement to clients that are experiencing adaptation difficulties, referring clients to professionals (internal referrals to Client Case Worker, Mental Health Clinician) as appropriate
- Maintain client confidentiality
- Maintain activity records and write monthly reports
- Report on activities, challenges and recommendations for program development
- Attend staff meetings
- Other duties as assigned

#### **Qualifications:**

- Although post-secondary education in a related field is preferred, we also value professional work experience, lived experience and transferable skills. Candidates with a diverse range of these assets are encouraged to apply
- A strong understanding of the challenges of immigration and integration (e.g., housing, employment, cultural adaptation) is highly desirable
- Highly articulate communicator with an aptitude for building client rapport and delivering professional written communications in the English language
- A strong understanding and knowledge of community resources is essential
- The ability to network and connect clients to community supports
- Strong capacity to thrive in both collaborative group settings and autonomous, self-directed roles
- Cultivates a supportive, high-morale environment that empowers team members and fosters professional growth
- Highly organized with demonstrated ability to manage scheduling, prioritize tasks, and maintain accurate records/date entry
- Well-developed computer skills with experience working with the Office 365 suite, SharePoint and data management software
- Proven ability to work well under pressure
- Flexible, patient and interested in helping others
- Consistently seeks out ways to optimize processes and acts upon them autonomously
- Expertise in facilitating group sessions & delivering presentations
- Ability to shift hours when evening work is required
- Class 5 drivers license and access to a reliable vehicle
- Bilingual or multilingual skills (e.g., French, Spanish) highly preferred for assisting our diverse client base

**Please submit your resume, complete with cover letter and references to [recruitment@regionalconnections.ca](mailto:recruitment@regionalconnections.ca)**

***We thank all who apply, but only those selected for an interview will be contacted.***