

Regional Connections Immigrant Services

Position: Morden Site & Settlement Team Lead

Reports To: Settlement Director

Date Posted: June 19, 2026

Date of Closure: June 26, 2026, or until position is filled

Position Start Date: on or before July 6, 2026

Terms of Employment:

- Location: Morden
- Status: Full Time
- Hours per week: 40 hours
- Starting Salary Range: \$60,000-65,000/year
- No. of Direct Reports: Five (5)
- 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

Position Summary:

Reporting to the Settlement Director, the Morden Site & Settlement Team Lead provides on-site leadership, supervises settlement personnel across Morden and satellite sites, and oversees the Temporary Foreign Worker (TFW) Program. Additionally, the Lead facilitates a wide range of newcomer services, ensuring seamless settlement, integration, and community connection.

Duties and Responsibilities:

- Together with the Settlement Director and Site & Team Leads:
 - Plan program activities in accordance with Regional Connections' vision, mission, core values, sector best practices, and funder directives and targets
 - Organize and host in-person and virtual Information & Orientation (I&O) sessions and Community Connection events for clients, adapting to emerging needs while meeting contribution agreement requirements
 - Contribute to funding proposals as required
 - Seek applicable grant opportunities and drafting persuasive proposals
 - Work in collaboration to continuously work on process improvements
- Lead the strategic delivery of settlement services across Morden and satellite locations, driving core operations such as:
 - Deliver client-centered NAARS (Needs and Assets Assessment and Referral Services) intakes to establish foundational support for new clients and reassess evolving needs for returning or transitioning clients
 - Develop individualized Settlement Plans tailored to each client's unique needs and circumstances
 - Facilitate in-person, hybrid and online group Information & Orientation (I&O) sessions with clients
 - Design and execute interactive community activities, driving engagement and strengthening neighborhood networks
 - Ensure all settlement I&O and Community Connection activities are promoted on social media in accordance with company guidelines
 - Periodic follow-up NAARS assessments to track client progress, evaluate outcomes, and identify evolving needs
 - Connecting clients with internal programs and vital community resources to support their needs
 - Coordinate translation and interpretation services to facilitate communication as needed
 - Facilitate client access to Adult ESL and Employment related services
 - Advocate for clients and mediate conflicts with institutions, landlords, and employers to build mutual understanding
 - Empower clients adapting to new environments or circumstances through strength-based coaching, and triage complex cases to specialized on-site clinical staff (Caseworkers and/or Wellness Clinician)
- Settlement program delivery for complex cases

- Acting site supervisor at the Morden location
- Oversees the Temporary Foreign Worker (TFW) Program across the organization
- Facilitate weekly settlement meetings with the Morden Settlement Team and satellite locations
- Meet with direct reports a minimum of once a month to touch base and for coaching/training purposes
- Cultivate team success by mentoring, training, and coaching direct reports to reach their full potential
- Attend community meetings where appropriate and report back to Settlement Director
- Serve as the designated media spokesperson for Regional Connections and respond to settlement-related inquiries, at the request of the Settlement Director or Executive Director
- Administration and staff support:
 - Ensure client and staff records are up to date and kept confidential
 - Maintain activity records (KPIs) and write monthly internal reports
 - Draft quarterly site-specific funder narrative reports
 - 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
- Ensure data entry tasks for the Settlement Program are completed accurately in a timely and efficient manner
- 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
- Post-secondary education in related field preferred
- At least 2 years of documented experience in a leadership role, effectively managing team performance and daily operations
- Experience working with vulnerable newcomers and/or refugees an asset
- 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 or weekend work is required
- Class 5 drivers license and access to a reliable vehicle
- Bilingual or multilingual skills an asset

**Please submit your resume, complete with cover letter and references to recruitment@regionalconnections.ca
*We thank all who apply, but only those selected for an interview will be contacted.***