

Regional Connections Immigrant Services

Position: Settlement Program Coordinator

Reports To: Settlement Director

Date Posted: July 31, 2026

Date of Closure: August 7, 2026, or until position is filled

Position Start Date: August 17, 2026

Terms of Employment:

- Location: Winkler
- Status: Full Time
- Hours per week: 40 hours
- Working hours: 8:30 am – 5 pm, Monday through Friday
- Salary Range: \$65,000-70,000/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 Settlement Program Coordinator is responsible for planning, coordinating, delivering, and evaluating Settlement Program services that support newcomers in successfully integrating into the local community. This position provides leadership in program development, staff supervision, community partnerships, and service delivery while ensuring compliance with funder requirements and organizational objectives.

The Settlement Program Coordinator works closely with staff, community stakeholders, government representatives, and partner organizations to enhance settlement outcomes and strengthen community integration.

Duties and Responsibilities:

- Program Delivery and Client Care
 - Coordinate and oversee Settlement Program services for clients, including Needs and Assets Assessment and Referrals Services, Information and Orientation, and Community Connections services and activities in individual, family, and group formats.
 - Ensure programs and services are responsive to the diverse needs of immigrants, refugees, and their families.
 - Identify and address service gaps and barriers to client uptake.
 - Coordinate internally and externally to ensure a holistic, consistent service approach across with program partners.
 - Optimize referral pathways and assign complex-need clients to internal Case Management and Wellness services to ensure the best use of internal resources.
 - Develop and nurture strong relationships with external stakeholders.
 - Maintain high-quality service standards and ensure services align with funding agreements and organizational priorities.
 - Monitor client outcomes and make recommendations for program improvements.
- Program Development and Evaluation
 - Assess community needs and identify emerging trends affecting newcomers.
 - Develop innovative programs and services that address settlement and integration challenges.
 - Evaluate program effectiveness using outcome measurement tools and client feedback.
 - Implement continuous improvement strategies to enhance service delivery.
- Compliance and Data Management
 - With the support of the Settlement Director, ensure services are delivered in compliance with current funder guidance and organizational policy.

- Oversee accurate and timely recording and reporting of client and service data in iSTEDY, Dynamics, and funder reporting portals.
- Report technical issues in a timely manner
- Maintain organized program file storage on Microsoft Teams and contribute to funder narrative and outcomes reporting.
- Ensure client information and data is protected and confidential in compliance with funder, organizational, and legal standards.
- Leadership and Supervision
 - Supervise, mentor, and support Settlement Team Leads and Settlement Workers at the Winkler site.
 - Assist Team Leads to plan and coordinate their local service activities, both in-person and online, that are responsive to client needs and an effective use of resources.
 - Assist Settlement Team Leads in the distribution of staff caseloads, manage time-off requests, and coordinate back-up coverage during absences.
 - Provide staff guidance, coaching, and debriefing on client settlement plans and complex cases, elevating major issues to the Settlement Director.
 - Lead Settlement staff hiring, orientation, training, regular team meetings, and continuous professional support.
 - Host Monthly Settlement Team meetings
 - Conduct monthly touch base meetings with all direct reports
- Community Engagement and Partnerships
 - With the support of senior leadership and in alignment with internal program partners, develop and maintain strong relationships with community agencies, employers, schools, health service providers, and government stakeholders.
 - Represent Regional Connections at community meetings, networking events, and collaborative initiatives.
 - Promote newcomer inclusion and awareness through outreach and community engagement activities.
 - Identify opportunities for partnership development and service enhancement.
- Strategy and Growth
 - Align all daily program activities with Regional Connections' mission, core values, and sector best practices.
 - In collaboration with the senior leadership team, seek new grant opportunities and contribute to persuasive funding proposals.
 - Drive outcomes-based continuous improvements to enhance the client experience and meet contracted deliverables

Qualifications:

The ideal candidate for this position will be comfortable working in-office and on an online environment (video conferencing, communication via apps, etc.) and will have the following:

- Education:
 - Bachelor degree in a related field (i.e., Social Sciences, Human Services) with a minimum of 3 years of direct experience in similar field
 - Equivalent combination of education and experience will be accepted
 - Counselling certificate would be an asset
- Experience:
 - supervising staff
 - working in a cross-cultural environment
 - developing, implementing and evaluating programs or projects
 - delivering presentations
 - with computer programs and database: data input, queries, generating developing reports, spreadsheets, presentation documents
- Knowledge:
 - Knowledge of local activities, programs and community organizations that serve the immigrant population
- Skills:
 - Strong written and verbal English communication skills
 - Ability to work independently and as part of a team

- Excellent crisis intervention skill, ability to remain calm and handle high level of stress in complex situations
- Strong time management and organization skills
- Proficient with MS Office applications, SharePoint and social media platforms
- Additional languages an asset
- Other Requirements:
 - Ability to modify hours when evening work is required
 - Clean criminal record and child abuse registry check
 - Class 5 drivers license and access to a reliable vehicle

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.