

## Regional Connections Immigrant Services

**Position:** Settlement Lead - Winkler

**Reports To:** Settlement Program Coordinator

**Date Posted:** August 17, 2026

**Date of Closure:** Open until position is filled

**Position Start Date:** Available immediately

### Terms of Employment:

- Location: Winkler
- Status: Full Time
- Hours per week: 40 hours
- Working hours: 8:30 am – 5 pm, Monday through Friday
- Wage Range: \$24-\$27 per hour
- 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 Program Coordinator, the Settlement Lead is responsible for providing leadership to assigned Settlement personnel and directly delivery Settlement services to clients including, but not limited to, needs assessments and referrals, information and orientation, and community connections activities.

The Settlement Lead works closely with clients, staff, community stakeholders, and partner organizations to enhance settlement outcomes and strengthen community integration.

### Duties and responsibilities:

- Together with the Settlement Program Coordinator and Settlement 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
- Meet with direct reports a minimum of once a month to touch base and for coaching and training purposes
- Train, mentor, coach and discipline direct reports in accordance with established policy and procedure as needed
- Attend community meetings where appropriate and report back to Settlement Program Coordinator
- When requested by the Settlement Program Coordinator or Executive Director, will act as a spokes person for Regional Connections services to the media, and answer written and oral inquires related to settlement services in Winkler and region
- 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
  - 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 Program Coordinator, responsible for Settlement Services Delivery at the Winkler Site, including but not limited to:
  - Intake assessments for new clients
  - Assess client needs and tailor services accordingly
  - Prepare a Settlement Plan for each client
  - Provide information and orientation regarding life in Canada, customs, laws, health and education systems, housing and employment etc.

- Make follow-up contact to evaluate outcomes and progress, and to re-assess needs
- Provide Interpretation where necessary
- Facilitate client access to services through referral to appropriate community resources, and providing interpretation or accompaniment where necessary
- 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 and supportive counseling on problems of adaptation and refer to professionals 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:**

- 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
- 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 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, German, Hindi, Russian, Ukrainian etc.)
- Valid driver's license and reliable personal vehicle
- Will be required to submit a criminal record and vulnerable sector check
- Eligible to work in Manitoba

**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.***