

INTERNAL & EXTERNAL JOB POSTING

Settlement Counsellor- Family, Children & Specialized Settlement Services
Short-term contract to end March 2026

ISANS is seeking a full-time **Settlement Counsellor, Family, Children & Specialized Settlement Services** responsible for providing settlement services including a complete needs and resources assessment and developing a collaborative action plan using client centered and trauma informed approach. Reporting to the Supervisor & Manager, Family, Children & Specialized Settlement Services, this position will be responsible for:

Duties and responsibilities:

Provide settlement support to eligible clients by:

- Responding to clients' call to the Settlement Phone Line.
- Providing comprehensive needs assessment completed through in person or phone meetings, along with development of collaborative action plan for each client based on identified needs and clients' resources.
- Providing holistic information and solution focused para counselling to clients based on their strengths and needs.
- Supporting in navigating the system and providing referrals to appropriate internal or external resources.
- Building client's advocacy capacity by providing them with tools to self-advocate or advocate on behalf of the client.
- Coordinating case conferencing with both clients and service providers when required.
- Planning and implementing follow-up and evaluation activities and tools, to determine the effectiveness of the services offered.
- Facilitating and coordinating workshops and information group sessions on pertinent issues, in collaboration with other service providers.
- Working as part of a holistic team with other ISANS staff, in the provision of services for immigrant and refugee families.
- Facilitating access to services by providing links between clients with specific settlement needs to available resources in the community.
- Networking and partnering with other service providers, agencies and organizations providing services to clients in the community.
- Conducting case conferencing with ISANS staff and service providers, in collaboration with clients.
- Identifying and bringing forward for discussion/resolution, any challenge barrier, or gaps in service for clientele.
- Making referrals to internal programs that support clients for eligible services including but not limited to employment, language and orientation services

General responsibilities:

- Providing information as required for internal/external reports and proposals.
- Reviewing and adhering to ISANS workplace policies and procedures.
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position.
- Participating fully in regular staff meetings, team meetings, training and development and ISANS events.
- Performing other duties as required.

The ideal candidate for this position will have the following:

Education:

- Bachelor's degree or
- Equivalent combination of education and experience will be accepted.

- Counselling Certificate an asset

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred.
- Experience working with/supporting clients, volunteers, and casual workers.
- Experience developing, implementing, and evaluating programs or projects.
- Experience delivering service face to face and/or online.
- Experience with networking and outreach

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
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

ISANS Core Competencies**Cultural Competency; Equity, Diversity & Inclusion**

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

Terms of Employment

- Short-term contract to March 31, 2026
- Full-time, 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance.

Commencement Date: ASAP

Closing Date: Wednesday May 1 ,2024- 4.00pm

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. To help us achieve our diversity goals, we encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**

