

INTERNAL & EXTERNAL JOB POSTING

Settlement Counsellor- Client Support Services

ISANS is seeking a Full-time **Settlement Counsellor, Client Support Services** responsible for providing settlement support to GAR (government-assisted refugees) within their first two years of arrival to Halifax, Nova Scotia. The Intensive case management service model provides clients with a wide range of settlement services and referrals, based on individual needs with regular progress monitoring. Reporting to the Supervisor & Manager, Refugee Resettlement, this position will be responsible for:

Providing settlement support to eligible clients by:

- Providing holistic information, advocacy and solution focused para counselling to clients based on their strengths and needs.
- Providing referrals to appropriate internal or external resources.
- Providing comprehensive settlement needs assessment completed through home visits and meetings, along with development of settlement plan for each client based on identified needs and barriers.
- Developing customized case management plan for families with complex issues reflecting immediate, short- and long-term needs
- Providing direct services and ongoing support for clients
- Coordinating referrals and the use of internal and external resources
- Providing support in navigating and mapping the resources available in the community
- Coordinating case conferencing with both clients and the service providers involved in the case.
- Monitoring and reviewing the process and outcomes with clients and service providers and planning exit strategies and case closure.
- 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
- Supporting outreach activities offered for clients.
- Working as part of a holistic team with other members of Settlement Team and ISANS staff, in the provision of services for immigrant and refugee families
- Accompanying vulnerable clients to community service providers' meeting.

Delivering resettlement assistance to RAP clients that reflect the contribution agreement by:

- Delivering RAP specific orientation sessions
- Linking clients to provincial and federal programs
- Participating in ongoing evaluation of service delivery.
- Developing RAP exit plan and assisting clients with articulating their goals
- Reporting RAP services in a timely way to ensure accurate information for iCare.

Developing the Settlement Support System by:

- 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
- Sharing Settlement Team drop-in duties

General responsibilities:

- Performing other duties as required
- Providing information as required for internal/external reports, and proposals.

- Reviewing and adhering to ISANS workplace health and safety policies; safety is everyone's responsibility.
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Attending regular Staff Meetings and Team meetings
- Attending training and development opportunities as appropriate
- Attending and providing support at ISANS events

The ideal candidate for this position will have the following:

Education:

- Bachelors 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:

- Indefinite-term contract
- 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 of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Friday October 11, 2024 – 4 p.m.

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. 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.**