



Celebrating our Legacy. Forging our Future.

Job title:	<i>Orientation Settlement Worker - 3 Month Contract</i>
Department:	<i>Welcome Centre and Immigrant Services - Ajax</i>
Reports to:	<i>Manager and Team Lead, Welcome Centre and Immigrant Services</i>
Hours of work:	<i>8:30 a.m. – 4:30 p.m.</i>
Issued:	<i>March 2021</i>

Job purpose

The Orientation Settlement Worker is responsible for assessing client needs and providing support and guidance, as well as information and referral services to immigrants and new Canadian citizens, including convention refugees, refugee claimants; non-immigrant foreign domestic workers who may apply for permanent residence status, Minister permit holders or people who have received special permission to remain in Canada.

The successful incumbent will also be responsible for updating the client database and to promote the services of the program by conducting outreach activities and presentations to community groups. The incumbent will be required to perform educational orientations and information sessions to large groups of immigrants or newcomers to Canada.

Company Overview

The Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for 50 years. We organize a variety of research, community development and social planning initiatives as well as administer and deliver front line social service programs. Please visit us at www.cdcd.org for more information.

Duties and responsibilities

Providing services, information, guidance and support:

- Assists clients with specific settlement needs to resources relating to economic, social, cultural, educational, recreational and other services that contribute to initial settlement
- Supports clients in coping with everyday living requirements such as housing, transportation and access to health and social services
- Share information with clients about their rights and obligations

Providing referrals and needs assessments of clients:

- Provides clients with information and referrals to appropriate agencies for employment needs
- Provides non-therapeutic counselling, when necessary
- Assists and provides referrals in translation services to aid with documentation pertaining to employment, education and legal matters

- Determines the needs of clients and the support that is appropriate for each individual client through the use of approved assessment tools and methods
- Assists clients with all initial settlement needs

Develop an outreach strategy:

- Develops an outreach strategy targeting all newly arriving immigrant groups within their first year of arrival
- Develops outreach strategy targeting other organizations and community services who would refer clients to the Orientation services
- Develops pamphlets, media releases, presentations, media events, and interviews to publicize the program
- Responds to all program enquiries

Development and maintenance of database and reporting:

- Maintains accurate client and volunteer records
- Updates information on local program database
- Works on and uploads information/data on Immigration, Refugees and Citizenship Canada's iCARES system
- Meets the minimum target numbers stipulated by the funder
- Prepares statistical and narrative reports as required
- perform other tasks as necessary, including the responsibility of ensuring that all activities comply with social and employment laws, such as the occupational health and safety act

Conduct group orientation and presentations:

- Research and prepares for presentations to be conducted in a large group setting on various topics including settlement issues, etc. Funder may also suggest topics

Provide referrals, crisis intervention and counseling:

- Provides clients with adequate resources to aid in their transition, such as crisis intervention, referral services for counseling or referrals for translation services

(Note: In-depth counseling of a social or psychological nature is not to be provided but rather referrals made to appropriate professionals)

Qualifications

- Post-secondary education in Social Services or related area of study
- 3+ years working experience in settlement services
- Current and up to date knowledge of social services and social laws
- A second language would be considered a definite asset
- Proficiency in MS Office Applications: Word, Excel, PowerPoint, Outlook, Access, Internet, Databases and Spreadsheets

Additional Requirements

- The Orientation Settlement Worker may be required to attend weekend or evening seminars, and must have

- Class G driver's license and own reliable vehicle
- This is a 3-month contract with possibility of an extension

Core Competencies

Valuing Diversity and Social Justice

Supports and promotes an environment that holds opportunities for all, regardless of race, ancestry, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age, family status, or disability; fosters a climate of inclusion, where diverse thoughts are freely shared and integrated. Under social justice, all groups and individuals receive fair treatment and an equitable share of the benefits of society.

Culturally-Sensitive

Recognizing, understanding, and applying attitudes and practices that are sensitive to and appropriate for people with diverse cultural socioeconomic and educational backgrounds, and persons of all ages, genders, health status, sexual orientations and abilities.

Advocacy

Interventions such as speaking, writing, or acting in favour of a particular issue or cause, policy, or group of people. In the social services sector, advocacy is assumed to be in the public interest, whereas lobbying by a special interest group may or may not be in the public interest. Advocacy often aims to enhance the quality of life for disadvantaged groups such as individuals recently immigrating to Canada, persons with disabilities, the LGBT community, etc.

Community Participation

Procedures whereby members of a community participate directly in decision-making about developments that affect the community. It covers a spectrum of activities ranging from passive involvement in community life to intensive action-oriented participation in community development (including political initiatives and strategies).

Job-Specific Competencies

Client Service Orientation

Focus on understanding and meeting customers' needs, makes extra effort to meet customer needs, follows up on customer complaints/questions/requests

Relationship Building and Partnering

Developing and maintaining positive relationships and partnerships. Builds relationships with clients by following through on commitments, respecting confidentiality, and demonstrating an interest in their specific challenges and needs.

Empathetic and Sensitive

Has a high degree of empathy and sensitivity to the needs of the clients, and ability to provide assistance to the clients with care and patience as necessary.

Interpersonal Understanding and Communication Skills

Desire/ability to understand others' attitudes/interests/needs/feelings/nonverbal behavior, incorporating empathy, listening skills, and diagnostic understanding, understanding strengths/limitations of others. Communicates and interacts effectively with individuals and groups in the provision of professional services. Gives full attention to what other people are saying by being active listeners that value the opinions of their workers. Capable of using their

communication skills to successfully gather information that they need. They are also people whom are trusted and can build relationships with others.

Presentation Skills

Effective in a variety of formal and informal presentation settings; commands attention and manages group process during the presentation; is cognizant of audience response and able to adapt content and style accordingly.

Ability to work in a team environment and independently

Has a strong capability to work in a team environment and support the separate functions that make a team, as well as work on individual tasks that support that overall program.

Community Knowledge

Ability to express vast knowledge of the Durham Community, as well as knowledge in social, government, and community services.

APPLICATION PROCESS: Applicants are requested to submit their resume and a covering letter stating salary expectation, while outlining their strengths, experience and aptitude to fulfill the position requirements.

Please submit applications via email, with “Orientation Settlement Worker- 3 month contract” in the subject line, to: hr@cdcd.org. We would appreciate no phone calls or agencies.

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace that represents the cultural mosaic of the Durham Region and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver our mission.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.