



London Cross Cultural Learner Centre –Community Connections Program

Job Title: Settlement Workers in Schools (SWIS – London Worker)

Type: Full-Time (35-hrs/week), Contract until March 31, 2018

Job Description:

SWIS-London is a partnership between the London District Catholic School Board, Thames Valley District School Board, the London Cross Cultural Learner Centre, LUSO Community Services, and South London Neighbourhood Resource Centre. SWIS-London is funded by Citizenship and Immigration Canada.

Reporting to: Day-to-day supervision/consultation will be provided by the SWIS-London Supervisor in the form of formal supervision meetings as well as informal support as requested.

Work Timelines: The Settlement Worker position is a temporary, full-time contract position. Workdays run from Monday to Friday including some evenings and weekends if/and when required.

Overall Objective: Provide newcomers to Canada with support to improve their opportunities to become independent by enabling access to school and community information, services and resources.

Duties and Responsibilities

Individual Assistance

Settlement workers follow a co-ordinated case management approach in providing direct service work with newcomer students and their families (the client). They:

- Provide services in a supportive and culturally-sensitive and linguistically-appropriate manner
- Participate in the school reception and orientation process for newcomer students and their families
- Provide orientation sessions on programs and services available in the school and community
- Inform and orient families and students about settlement related issues
- Provide outreach services to new families
- Facilitate access to school activities, committees, councils and associations
- Facilitate referrals and access to available resources in the community, social services, professional services and government programs
- Provide support groups as needed
- Enable families to advocate on their own behalf, including for the educational needs of their children
- Advocate on client's behalf when appropriate

Direct Service Work with School Staff

- Facilitate constructive and culturally-sensitive communication between the school staff and the newcomer students and their families

- Inform and orient staff about settlement-related issues
- Assist the school with initiating contact with all newcomer families
- Provide cultural background information to the school staff as needed

Presentations (in collaboration with school and community partners)

- Facilitate the communication between the client and school in group and presentation contexts
- Participate in development and presentation of cultural profiles and workshops
- Assist in workshops to increase newcomers' understanding of the educational system and parenting issues in a Canadian context
- Participate on committees, workshops, and conferences
- In co-operation with partners and other agencies, conduct group orientation and information sessions
- Promote settlement-related services for individuals and groups
- Develop and implement settlement-related activities for large and small groups.

SWIS Administration

- Actively participate in all Settlement Worker training, staff meetings and workshops
- Maintain and submit accurate tracking documents and monthly reporting updates to the supervisor
- Maintain appropriate written records and files pertaining to settlement services provided to clients
- Maintain overall management of client caseload
- Ensure appropriate and confidential handling of client information and files
- Operate in accordance with the policies, guidelines, and protocols of the program and partner organizations
- Accept other duties as assigned by the CCLC-London Program Supervisor.

Lines of Communication

- Communicate regularly with the SWIS-London program supervisor, school administrator or designate
- Collaborate with other settlement workers to ensure integrated service delivery for clients

Overall Role Expectations

- Provide client-centered services in a supportive and culturally-sensitive manner
- Operate in accordance with policies, procedures, guidelines and protocols of the Service Provider, Thames Valley District School Board, the London Catholic District School Board and Citizenship and Immigration Canada
- Participate as a member of CCLC staff team by furthering collective team goals
- Represent the principles and values of CCLC
- Work independently and effectively in a team and with other professionals in the community
- Promote and demonstrate sensitivity to cross-cultural issues

Qualifications:

- Post-secondary education in Social Services or related field with experience supporting newcomers in accessing community resources
- Knowledge of current legislation and policies affecting newcomers, refugees and immigrants
- Experience working with students, their families and teachers in a school environment collaboratively to achieve desired outcomes
- Ability to communicate effectively with second language skills an asset
- Ability to self-manage, problem-solve and work independently
- Strong technical skills and comfort working with MS Office programs (Word, Excel, PowerPoint, Outlook)
- Ability to travel to off-site locations that may not be accessible via public transit

APPLICATION DEADLINE: Dec. 1, 2017

If you are interested in being considered for this opportunity please send your resume and cover letter via email to communications@lcllc.org

CCLC is committed to equity in employment and immigrant, refugee, women, aboriginal people, visible minorities, gay, lesbian, bisexual persons and persons with a disability are encouraged to apply. Necessary accommodations during the recruitment process are available upon request.

CCLC recognizes foreign accreditation and experience in addition to other paid or unpaid work experience and educational equivalencies relevant to the role.

CCLC thanks you for your interest in career opportunities with our organization. Candidates who are best able to demonstrate how their qualifications match the requirements of the role will be contacted via phone or email as part of our candidate evaluation process.