
Position Title:	Settlement Worker – Digital Skills Focus (Part time)
Department:	Settlement
Program:	Settlement & Family Programs
Reports to:	Settlement Lead and Settlement & Family Programs Manager

Summary

This Settlement Worker position provides direct client services and supports to newcomers to adapt to life in Canada. Through an integrated services approach, the Settlement Worker conducts one-on-one detailed needs assessment and referrals, one-on-one and group information session and orientation, service bridging, community connections, client outreach, and resource development, and ensures service accessibility for all eligible clients. In addition to providing direct settlement support services, this position supports the enhancement of digital skills through the development and delivery of digital literacy training programs and one-to-one support services for clients with low or no digital literacy skills to reduce barriers to participation in services.

Key Responsibilities

- Develops digital literacy programming and delivers group workshops to support clients with low or no digital literacy skills and helps strengthen skills
- Provides one-to-one support for clients, as required, to increase uptake of settlement services and increase client engagement
- Conducts needs and assets assessments, develops service and settlement plans, and provides service bridging and referrals for eligible clients.
- Provides eligible individuals and families with information, orientation, community connections, and employment supports using a variety of delivery methods (online, telephone, email, and in-person)
- Conducts group information sessions and workshops using a variety of service delivery methods as is suitable to meet deliverables with a special emphasis on increasing accessibility to services
- Provides client service support to intake team of Settlement, Language, and Employment services (in person, via phone, and online)
- Assesses and responds to clients in crises or presenting with visible trauma (via phone, online, or in person) and provides immediate support and intervention, notifying the Leads and Managers when an in-depth service intervention is required
- Keeps informed of current resources, trends, needs, changes, and service gaps in the general community and in specific client communities
- Develops partnerships with service providers to effectively link clients with appropriate community services (e.g. school districts, recreation centres, libraries)

Job Posting

- Keeps informed of programs and services at Impact North Shore and resources within the North Shore community.
- Conducts outcomes measurement, program/service promotions, reporting, client feedback collection, and administrative tasks required
- Takes an active role in departmental, all-staff, and community meetings
- Ensures all required service data is correctly inputted into Impact North Shore and government databases; abides by privacy, confidentiality, and secure data storage guidelines; and swiftly responds to queries regarding service data quality
- Becomes familiar with Impact North Shore policies and procedures, programming objectives, and client service philosophy, and understands clearly the role this position plays in achieving contractual goals and outcomes
- Provides first language services, as required, to enhance the client experience
- Performs other duties as assigned by supervisors

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

Qualifications

Minimum Qualifications

- Strong knowledge of video-conferencing tools (e.g. Teams, Zoom, Moodle) and other devices (tablets, smartphones, and PCs)

Job Posting

- Ability to develop a digital literacy program curriculum and facilitate one-to-one session and group workshops using a client-centered approach
- 2 years' experience in a direct client service role, preferably with immigrants, and understanding of the immigrant and refugee experience and settlement-integration stages and process
- Bachelor's degree in Community Development, Humanities, or Counselling or High School completion with a diploma or certificate in Community Development, Humanities, or Counselling and/or relevant experience.
- Knowledge of Canadian legal, political, cultural, employment, educational, and economic systems
- Knowledge of general and culturally specific community resources and services available on the North Shore
- Experience in establishing professional boundaries with clients; sensible and sound judgement skill
- Ability to work independently and in a team environment with self-motivation
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Proficiency in MS Office Suite, Zoom, and Moodle, and in technical troubleshooting to support services delivery
- Strong administrative and organizational skills
- Strong interpersonal skills, communication, and client service skills
- Sensitivity to diverse cultural values and individual experiences
- Flexible to work on a various schedule, some evenings as needed.
- Proficiency in English; the second language (Farsi) as an asset

Additional Information

- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance, with some flexibility for remote work. Service delivery may be required during daytime and evening hours.
- **Salary Range:** \$25.00 - \$29.00 per hour, dependent on experience
- **Work Schedule:** 21 hours/week (schedule may vary)

Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Settlement Worker – Digital Skills Focus" – in the subject line and indicate where you found this job posting in your application email.

Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications, only shortlisted applicants will be contacted.