



India Rainbow Community Services of Peel (IRCS)

Settlement Services Student Placement

Department: Citizenship & Immigration Canada – Integration Program (CIC-IP)		
Responsibilities and Duties: <i>(but not limited to)</i>		
<ul style="list-style-type: none"> ▪ Under the direction and guidance of the Settlement/Employment Counsellor assist in: <ul style="list-style-type: none"> ▪ Assessing the needs of newcomer clients and referring them to appropriate services ▪ Guiding newcomers with the immigration process and other settlement areas, such as health care, housing, education, legal and social services ▪ Researching appropriate referrals and access to services for newcomers within the community ▪ Organizing, planning and implementing group sessions/workshops designed to address common issues faced by newcomers ▪ Translating documents and providing interpretation services ▪ Completing government documents and other forms ▪ Conducting community outreach to promote IRCS programs and services ▪ Provide relief reception duties - answering telephones, welcoming clients, taking accurate messages etc. ▪ Become familiar with agency programs, services, practices and staff ▪ Complete all tasks and responsibilities within assigned timelines ▪ Notify supervisor of absences and or lateness ▪ Adhere to the mission, guiding principles and values of the organization and the Settlement Services program ▪ Maintain confidentiality of clients, staff and peers ▪ Represent IRCS in a professional manner at all times ▪ Arrive on time and be committed to the agency and the agreed upon hours ▪ Other administrative duties as required - filing, photocopying, organizing resource centre 		
Qualifications and Skills:		
<ul style="list-style-type: none"> ▪ 2nd year student, currently enrolled in a post-secondary Social Service Worker, Community Services Worker, Human Services or a related program ▪ An understanding of issues and challenges affecting newcomers, the immigrant and refugee communities ▪ Demonstrate professional work behaviour including time management, responsibility for assigned tasks, attention to work details, in addition to solid interpersonal and organizational skills ▪ Must demonstrate initiative, a positive attitude and an ability to work in a team setting ▪ Good knowledge of community resources and services ▪ Strong research and problem solving skills ▪ Must have clear and accurate verbal and written English communication skills and one or more South Asian language ▪ Ability to take direction from staff at all levels, work under supervision (independently and as a team member) and relate to supervisor and other staff ▪ Proficiency in Microsoft Office Suite, Internet & Email 		
Approved By: Gurpreet S. Malhotra, Executive Director		Date Approved: July 14, 2014
Student Placement		
Name:	Signature:	Date: / /

Note: This position description is not intended to be all-inclusive. The student placement may perform other related duties to meet the ongoing needs of the organization and their placement.