

JOB POSTING

- Job Position:** Settlement Counsellor – Arabic speaking
Department: Community Services
Status: Monday to Friday – 35 hour per week
(1 year contract position, with the possibility of an extension)
Location: Halton and Peel
Compensation: \$23.00 - \$25.00 per hour

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over 32 years. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally appropriate services to newcomers, families, women & seniors.

Vision: Leaders in building strong and supportive communities.

Mission: Supporting our growing communities to manage change through quality client-centered social & health services and responsive public education.

Position Summary:

Under the general guidance of the Manager, the incumbent will provide settlement services to refugees, addressing their settlement needs including employment needs through appropriate workshops, and one-on-one settlement counselling and mental health support.

Responsibilities and Duties: *(but not limited to)*

- Provide culturally and linguistically specific information, referral, orientation and counselling services to meet the social, cultural, economic and educational needs of refugees; such as accessing health care, housing, education, legal and social services and with special focus on mental health.
- Identify refugee clients who experienced trauma from war torn countries and assist them with information and referrals to mental health services.
- Assist clients in understanding and adapting to Canadian society, practices and procedures; guidance on way of life, institutions, laws, etc.
- Work with community and government agencies regarding services to ensure quick and seamless integration of refugees into Canadian society.
- Facilitate appropriate referrals and access to services in the community.
- Plan and facilitate educational workshops on settlement issues.
- Document needs and gaps in services for refugees.
- Interpret for clients where language is a barrier.
- Complete initial assessment of client needs to determine suitability and readiness for employment workshops.
- Provide information to clients on human resources, human rights, labour laws and other employment-related topics.
- Assist clients in understanding Canadian workplace culture, business communication, work ethics, etc.
- Provide information related to available training sources, education options, second career, etc.
- Maintain professional and accurate client files and monthly reports in accordance with program and agency requirements, including all documentation, client activities, registration, assessment, case notes, work action plans, exit and follow-ups.
- Assist clients in the resource room with job postings, various Job Banks, Internet Job Search, and use of directories, newspapers, books, etc.
- Research and gather information to obtain new and updated resources and tools.
- Organize related materials and resources for easy access to clients.
- Coordinate and support the Indus Community Services' Youth Learning Club.
- Assist clients, when necessary, with office equipment (computers, fax, phones, and photocopier).
- Assist with community outreach activities/events to promote Indus's programs, services and to recruit newcomer clients.
- Maintain program and participant records/statistics.
- Responsible for inputting accurate data in iCARE and Caseworks databases.
- Train and mentor volunteers and student placements.
- Participate in staff and team meetings, and professional development opportunities as required.
- Perform other duties as required.

Qualifications and Skills:

- Post-secondary education in Social Work, Social Service Worker, Sociology, Human Services, with previous work experience in settlement services dealing with mental health issues and Syrian refugees.

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- Demonstrated sensitivity and sincere interest in meeting the needs of refugees, newcomers and immigrants with focus on mental health.
- Understanding of settlement issues, especially refugee resettlement issues dealing with trauma and depression.
- Demonstrated experience in the client-centered case management service delivery approach.
- Extensive knowledge of the immigration system, and services available to assist newcomers to Canada.
- Demonstrated knowledge of labour market trends, employment opportunities and social services in Peel/Halton/GTA.
- Knowledge of employment related legislation, professional practice standards and licensing requirements.
- Good organizational skills, ability to multitask while maintaining high level of accuracy in data collection.
- Self-directed, self-motivated and able to work independently and as part of a team.
- Demonstrated cross-cultural communication skills with strong group facilitation and presentation skills.
- Ability to work in a culturally diverse environment and a strong understanding of inclusive and equitable service.
- Excellent oral and written English and Arabic skills are required.
- Proficiency in MS Office, Email and internet applications.
- Ability to work flexible hours including evenings, weekends and to work from any one of Indus's sites.
- A Police Vulnerable Sector Check and iCARE Clearance will be required.

Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to hr@induscs.ca by 12:00pm, August 31st, 2017. Please ensure your application email has the subject heading of 'Settlement Counsellor – Arabic speaking - (insert your name)'

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Indus Community Services is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. **No phone calls please.**