



## India Rainbow Community Services of Peel (IRCS)

### JOB POSTING

**Job Position:** Settlement Counsellor – Arabic Speaking  
**Department:** Settlement Services  
**Status:** Monday to Friday – 35 hrs per week  
Contract position until March 31, 2017 with the possibility of an extension  
**Location:** Peel & Halton

India Rainbow Community Services of Peel (IRCS) is a charitable, non-profit, community based organization. Our services are non-religious and non-political. Our mission is to provide culturally and linguistically appropriate services to the Peel immigrant community, enabling integration and supporting their settlement, social services, health, and educational needs.

#### 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 support.

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

##### Settlement Services – Information & Referral

- 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
- 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

##### Employment Counselling

- Provide inclusive employment services including intake assistance, one-on-one employment counselling, career exploration, job search training and support, and referrals to other community services
- Complete initial assessment of client needs to determine suitability and readiness for employment workshops
- Conduct vocational assessments and assist clients with work action plans to enter the labour market
- Provide individual coaching, training and direct support and assistance to participants in the areas of resume writing, interview preparation, job search strategies and other employment/career related topics, according to client needs
- 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
- Assist clients, when necessary, with office equipment (computers, fax, phones, and photocopier)
- Assist with community outreach activities/events to promote IRCS 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 and employment counselling
- Demonstrated sensitivity and sincere interest in meeting the needs of refugees, newcomers and immigrants





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- Understanding of settlement issues, especially refugee resettlement issues
- Demonstrated experience in the client-centred 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 IRCS'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@indiarainbow.org](mailto:hr@indiarainbow.org) by 12:00pm, July 27, 2016. Please ensure your application email has the subject heading of 'Settlement Counsellor - (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.

India Rainbow Community Services of Peel 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.**

