

Settlement Services Student Placement

Department: Immigration, Refugees and Citizenship Canada / Settlement Services

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

- Under the direction and guidance of the Settlement/Employment Counsellor assist in:
 - 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:

- 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, CEO

Date Approved: May 15, 2017

Note: This description is intended as a guide to reflect the principal functions of the job. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.