

## Job posting, External

**Job title:** Program Worker, Settlement Workers in Schools  
**Classification:** A, Leave of Absence contract  
**Compensation:** \$28.66 - \$30.41 per hour  
**Hours:** 35 hours per week  
**Start / End Date:** October 28, 2024 – February 28, 2025  
**Reports to:** Manager, Settlement Workers in Schools  
**Posting Date:** October 21, 2024  
**Reference Number:** CLU-2024-31  
**Deadline to apply:** Until filled

To apply, submit your cover letter and resume by email to the Executive Assistant at [jobs@culturelink.ca](mailto:jobs@culturelink.ca), quoting the reference number.

CultureLink is a settlement and community organization with 35 years' experience in developing and delivering services to meet the needs of diverse communities. **CultureLink works within an anti-oppression framework and is committed to equity. This is a bargaining unit position.**

### Job Summary:

The Program Worker implements the Settlement Workers in Schools (SWIS) program. SWIS provides needs assessment, referrals, follow-up support to clients, and group sessions to newcomer families and youth in the domains of Education, Employment, Family, Healthcare, Housing, Immigration, Housing Security, Income Security and other allied programs. Services need to be provided in a culturally sensitive manner/approach maintaining client confidentiality. Goals are to assist clients in understanding the Canadian education system, and to access important settlement resources to help clients make informed settlement decisions. SSP provides one-on-one assistance and information, and orientations related to settlement and a variety of youth orientation sessions. The Program Worker plans, carries out and reports on program activities.

In-person work at one or more schools will be required. The Program Worker must also be proficient with technology and online tools (for example Zoom, Google Meets), and able to support clients to participate in virtual programs using technology and online tools.

Maintaining positive relationships with school administration, teachers, support staff and CultureLink colleagues is essential to program success. All agency staff are also expected to support each other and to collaborate on agency-wide initiatives.

### Duties

- Plan workshops, programs & information sessions with clients, families, children and youth to ensure that groups are sensitized on various settlement topics and issues
- Coordinate with external stakeholders, schools, & centers to partner in initiatives & activities facilitating the settlement process of families
- Prepare promotional material and publicize events through flyers and social media for programs to have full visibility and target large audience
- Complete registration of clients and verify their data and particular to uphold data integrity and validation
- Provide needs assessment and appropriate referrals during client intake process and provide tailored, incremental settlement plans to advance newcomer settlement goals. Refer clients to other social services or assist clients in locating and utilizing community resources including legal, medical and financial assistance, housing, employment, transportation, day care and other support services
- Maintain program statistics and appropriate input of client details into the OCMS database to report across parameters on a regular basis and strict adherence to variance and target achieving
- Create partnerships with stakeholders so that programs can be implemented to achieve mutually agreed objectives
- Other duties as assigned

## Required Work Capacities

- Physical demands: sitting at a desk for computer work (50% of the workday) and meetings; lifting (files, laptop, and program supplies up to 5 kg); working in an open office; visiting schools regularly during their operational hours
- Non-physical demands: travel between worksites; occasional deadlines; variety of tasks
- Social/emotional demands: teamwork; relationship/network-building; exposure to emotional situations; working closely with the public, with clients and with colleagues
- Cognitive/mental demands: attention to detail; self-supervision/autonomy; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication

## Qualifications

- Post-secondary program or degree in a field relevant to human services, or a combination of equivalent experience and education
- Three years of community work experience
- Strong oral and written communication skills in English is vital
- Satisfactory Vulnerable Sector Screening within the past six months
- Facility using digital outreach tools and social media (i.e. Instagram, Facebook, Twitter)
- Competency in Word, Excel, Outlook, and Internet
- Must be authorized to work in Canada
- Fluency in Urdu/Hindi is an asset