

**Family Settlement Coordinator
Permanent, Full-time position
July 2021**

POSITION PURPOSE AND SUMMARY: Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., (IRCOM) the Family Settlement Coordinator assists all IRCOM House Inc. tenants and newcomer families to build their capacity for integration into Canadian society:

- developing informed and supportive relationships with tenant families,
- case management for assigned families,
- coordinating programs,
- managing records, and
- supporting the Community Resource Program team and IRCOM staff community.

CANDIDATE PROFILE: The Family Settlement Coordinator (FSC) is an innovative and self-motivated individual committed to IRCOM's vision and mandate of empowering newcomer families to integrate into the wider community through affordable transitional housing, programs, and services. This staff is a 'people person' who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills, able to meet the challenges of working with a culturally diverse group of clients. The FSC will exhibit and uphold core values of respect, non-violence, equality, fairness and team work.

With the support and supervision of the Community Resource Program Manager, the FSC is responsible for the following:

DUTIES AND RESPONSIBILITIES:

Newcomer Family Case Management (50%)

- Build trusting relationships with newcomer families through regular interaction during home and office visits
- Provide support and interventions for individuals in the community, as needed
- Serve as primary contact for newcomer families in the Community Resource Program office by being available for drop-in visits
- Provide settlement supports through case management for newcomer families by conducting needs assessments, preparing settlement plans and setting goals
- Refer newcomer families to A2B Program for assistance in navigating and accessing large community systems and resources (Employment and Income Assistance, Child Tax benefits, Canada Revenue Agency, etc.)
- Initiate and provide referrals to internal and external resources, partner organizations, government services etc.
- Provide support to tenants in finding suitable permanent housing and coordinate the move out process, as needed
- Inform, promote and recruit IRCOM tenant families to participate in special community events and activities
- Assist Social Worker in case management and support for high needs families and with other programs as necessary

Program Coordination & Supervision (30%)

- Create and maintain strong referrals process
- Coordinate access to services with partner agencies and assist with systems navigation
- Attend relevant external stakeholder/networking meetings and/or other partnership meetings as delegated by Community Resource Program Manager
- Work with IRCOM Volunteer Program to organize volunteers, as needed, for Community Resource Program
- Coordinate the IRCOM Neighbourhood Watch with tenants in the spring and summer
- Arranging tenant exit interviews, as required
- Coordinate external workshop facilitators and presenters
- Facilitate workshops and programs
- Organize and run new tenants' orientation at IRCOM

Reporting and Records Management (10%)

- Create, update and monitor client files and digital records and folders for record management
- Perform accurate and timely iCare data entry and reporting
- Compile program summary of activities for internal and external reports
- Submit monthly narrative reports to Community Resource Program Manager, as well as any other relevant reporting related to the position

Financial Management (5%)

- Track and monitor program spending to implement approved budget
- Provide input into annual program plan and budget in relevant areas
- Manage assigned IRCOM credit card and reconcile expenses monthly

Team and Inter-departmental Support (5%)

- Work with other programs on joint projects and/or the development of new programs as needed
- Participate in Community Resource Program planning and team meetings
- Attend IRCOM staff meeting and other joint program meetings
- Adhere to all IRCOM policies, procedures and guidelines
- Other tasks as assigned by Community Resource Program Manager

REQUIRED QUALIFICATIONS

- Post-secondary education in the social sciences and/or community development fields is preferred
- A minimum of 2 years' experience in the settlement sector, not-for-profit and community organizations or government, and/or an equivalent combination of skills and experience
- Demonstrated ability to advocate for and assist individuals and families to navigate various systems (government, education, social, health, community, finance, etc.)
- Strong commitment to social justice and an anti-oppression framework understanding the ways in which systems and social forces interact to marginalize newcomer populations
- Firm commitment to an asset-based empowerment approach and to advocacy for the best services and rights for newcomers to Canada
- Deep awareness of the refugee experience, war-related trauma, and/or the immigration process
- Existing knowledge of and/or connections with relevant newcomer settlement service providers
- High level of interpersonal and cross-cultural communication skills
- Strong English written and oral communication skills
- Strong organizational skills and the ability to prioritize tasks
- Experience in program delivery, ideally in a settlement setting
- Knowledge and experience in developing community resources
- Proficiency and familiarity with Microsoft Office suite
- Understanding of confidentiality and boundaries in a community setting
- Present a satisfactory Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS

- International education/experience is recognized and valued
- Fluency in languages in common with IRCOM tenants
- Lived newcomer experience
- Valid Class 5 Manitoba Driver's License

Hours of work: This is a full-time position for a maximum of 37.5 hours per week. Most of the Family Settlement Coordinator's hours will take place between 9 - 5 PM, Monday to Friday with some additional evenings/weekends as per the needs of IRCOM programs. Hours may vary during crisis interventions.

Wage: \$20.38/hour

Benefits: Group Insurance Plan with extended health, dental, life and AD&D insurance Professional development opportunities
Collaborative, family-friendly and supportive working environment

Application Process: All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. IRCOM supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities).

This is a preference competition. All applicants are encouraged to apply, however first consideration for this competition will be given to candidates with lived immigrant and refugee experience. Applicants are requested to self-declare at the time of application.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications. Application review will begin after **12 pm, noon on Tuesday, August 03, 2021** and will continue until a candidate is selected

Please direct applications and inquiries to:
HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.