



TITLE: Newcomer Services Coordinator
LOCATION: Cornwall and area
REPORTING TO: Program Manager, Newcomer Employment Welcome Services
Executive Director, Eastern Ontario Training Board

NEWCOMER EMPLOYMENT & WELCOME SERVICES & LOCAL IMMIGRATION PARTNERSHIP

The NEWS centre provides programming designed to integrate newcomers into the community through employment & settlement services within the communities of the United Counties of Stormont, Dundas and Glengarry and Prescott and Russell. The LIP brings together service providers, settlement agencies, community groups, employers and other key organizations across our region to create a welcoming and inclusive community for newcomers.

JOB SUMMARY:

The Newcomer Services Coordinator is responsible for assisting clients to adapt and integrate effectively in Canadian society by providing them with settlement support and coordinating all newcomer services. This role will deliver settlement programming to newcomers through facilitating information and orientation sessions, group workshops, individual counselling, and referral to suitable services to meet their settlement needs as well the coordination and marketing of overall services that are offered to the newcomer community. The Newcomer Services Coordinator will promote NEWS and LIP services and programs to community agencies. The incumbent will work closely with community agencies and clients to support them at various stages of their settlement. In addition, the individual will help organize, participate and facilitate activities, events and workshops. Other duties as required.

RESPONSIBILITIES:

- Work closely with the Program Manager to ensure NEWS and LIP is delivering relevant, comprehensive and efficient settlement services addressing the needs of newcomers and helping them to successfully integrate in their community.
- Provide information sessions/workshops, referrals to other programs (e.g. Mentoring), case management, intake, assessment, one-on-one counselling and creating solution-focused action plans for clients.
- Coordinate guest speakers to conduct information sessions on specific settlement and cultural adaptation topics based on client needs.
- Assist in updating settlement resources on an ongoing basis.
- Outreach to other community organizations for program promotion, client referral and to provide itinerant settlement services.
- Assume responsibility for daily caseload management, maintain client files, ensure confidentiality, record all information accurately for entry in appropriate databases.
- Participate in the distribution, collection, and analysis of participant surveys and other evaluation and tracking procedures.
- Assist with organizing support groups, networking sessions, events, workshops and other program initiatives.
- Engage clients in participatory and self-directed learning.
- Provide current information to clients regarding access to support programs and services.
- Prepare detailed progress reports as outlined in the contract agreement
- Employment help as needed.
- Facilitate community meetings.

SKILLS REQUIRED:

- Strong organizational skills and ability to manage a variety of responsibilities concurrently.
- Ability to set objectives, plan work in advance and meet deadlines.
- Ability to manage multiple priorities.
- Strong analytical and problem-solving skills.
- Ability to respect confidential information.
- Demonstrated knowledge of community resources.
- Ability to liaise with various community agencies including employment centres, social service agencies and education facilities in support of client settlement.
- Well-developed relationship building, communication and presentation skills.
- Sensitivity to newcomer settlement and employment issues when meeting with clients.
- Ability to understand and apply Citizenship and Immigration Canada policy and settlement guidelines accordingly.
- Ability to plan and assist in design of programs/services as identified by clients and current trends.
- Proficiency in Microsoft Office Suite and related computer applications.

QUALIFICATIONS:

- Completion of Social Service Worker diploma in an accredited college or in a related field or equivalent combination of education and experience in a related field.
- Minimum 2-5 years of experience in counselling techniques, career planning, job search techniques and knowledge of the changing labour market.
- A valid Ontario driver's license and access to an automobile.
- Ability to communicate in French an asset.

SEND COVER LETTER AND RESUME TO:

martha@eotb-cfeo.on.ca

CLOSING DATE:

April 28, 2023

SALARY:

We offer a competitive compensation and benefits package