Settlement Counselor Job Description has two primary components:

1. Individual Service to Newcomer Clients:

Coordinates information, activities and linkages with other staff/programs as assigned.
Distributes identified promotional material about the services for newcomers to each newcomer client
Meets with clients to assess their settlement strengths and needs
Assists clients to prioritize their settlement needs and facilitates referrals to the closest and most appropriate community services
Provides services in a supportive and culturally sensitive manner
Distributes generic promotional materials identified by IRCC
Facilitate client assess to service by telephoning for appointments, translation documents,
Assisting clients to fill out forms, write correspondence, etc.,
Advocate on behalf of clients with institutions, employers, landlords etc.,
Provide support for school enrolment for all newcomer family members as necessary
Assist newcomers to understand their rights and responsibilities as new Canadians
Identify and bring forward for discussion/resolution, any challenge barrier or gaps in service for clientele.

2. Group Service to Newcomer Clients:

Coordinates information, activities and linkages with other staff/programs as assigned.
In co-ordination with the other Settlement Counsellor, plan and coordinate settlement related activities and programs for groups of newcomer clients
Involves resource people from the workplace. and
other community services in these programs

Provide workshops and information sessions on pertinent issues

**Work with other Staff:**

Negotiates a protocol for program partners to identify newcomer clients and refer them to the Settlement Counsellor.

Facilitate constructive and culturally sensitive communication between program staff and eligible clients

Informs administration and colleagues about emerging settlement related issues, including a profile of the community.

Collect newcomer client feedback (e.g. surveys, workshop evaluations, user needs assessment, etc.) to track outcomes of settlement services.

Work with a team of professionals to ensure that the clients needs are met

Works flexible hours, including evening and weekends, according to peak user times, as schedules.

**Administration:**

- Enters statistical information in a newcomer data system using a IRCC and/or approved tracking form
- Maintains updated supply of handouts on services, resources and policies that are relevant to eligible clients
- Ensures client confidentiality
- Represents agency on assigned committees
- Prepare and submit reports, statistics, etc.,
- Make on going site visits and establishes networks with other settlement counselors, other community groups including faith organizations, businesses, community centres, schools, day cares, etc, in the city/county
- Attends training opportunities
- Keep accurate and up-to-date files on clients
- Works flexible hours, including evening and weekends, according to peak user times, as schedules