



Internal/External Posting

Settlement Counsellor

ASK! Community Information Centre

**Part Time Contract Position: 10.5 hours per week
(possibility of additional hours)**
Contract Period: August 28, 2023 to March 31, 2024
Rate of Pay: \$30.30 per hour

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Working within program and funder objectives, the ASK! Community Information Centre Program Settlement Counsellor works with the ASK! Settlement Program to assist newcomers to Canada to adapt, integrate and make informed decisions about their settlement in Canada and life in our community.

The Settlement Counsellor provides needs assessment and referrals to appropriate services and programs based upon the clients' identified needs and goals. Will also provide information and awareness services to support and assist them in coping with the problems and issues related to everyday living, being in a new country and Community, (i.e. housing, transportation, language, government, community, social and health services, rights and obligations, etc.) Service is client centred and provided both one-to-one and in groups.

The Settlement Program is a small, client-centred service that runs out of ASK!, a program of LAMP Community Health Centre. The worker will be an active member of the ASK! Team, but must be experienced and able to deliver quality and effective settlement services and achieve identified outcomes and deliverables.

The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- Responsible for client service delivery and achievement of ASK!/LAMP and funder outcomes/deliverables:
 - Client service delivery.
 - Newcomer groups.
 - Client and program records, resources, and systems.
- Program related reporting to the funder and LAMP.
- Provides settlement services and support for newcomers to Canada, including case management and service delivery as assigned.
- Conducts client needs assessment, identifies priorities and develops a work plan with the client.

- Provides appropriate and useful information, orientation and support based upon each client's identified needs to assist and support them in understanding and accessing services, in making informed decisions about their settlement, and to help them transition in settling and understanding life in Canada and our community.
- Provides appropriate and timely referrals to a wide range of community and government services and resources relevant to each client's identified needs, challenges and goals.
- Provides basic employment information and counselling, assistance with form filling, informal counselling, interpretation/translation, advocacy and support as needed.
- Follows-up and monitors client's progress, providing additional support and services, as needed.
- Plans, organizes, conducts and evaluates information/education workshops for newcomers, as assigned, as per funder criteria.
- Creates and maintains up-to-date client files and records. Maintains and inputs client data and services into statistical/data systems, including iCARE, as per Agency and funder criteria and best practices.
- Identifies and regularly reports on client profiles, program trends, needs and gaps in services. Prepares and submits monthly client and program progress reports, as required by the funder and agency to the Settlement Counsellor/Supervisor.
- Assists with client surveys, evaluation of service and satisfaction.
- Develops and maintains effective community collaborative relationships and/or programming.
- Develops and implements program promotion and community outreach.
- Knowledgeable about the wide range of other ASK! programs and services and provides back-up and support to ASK! Team, Programs and Services, as required.
- Provides administrative support and assists with special projects, events and reports, as required.
- Participates in ASK! and LAMP staff meetings and events.

Required Qualifications

- Post-Secondary education in a related discipline, i.e. Social Services and/or Immigration/Settlement, or equivalent experience.
- Minimum of two years' experience in front-line client settlement service delivery, with an in-depth knowledge/understanding of settlement issues, immigration and government and community services, resources and systems.
- Excellent client service delivery skills; needs assessment, interview, goal setting, effective communication, crisis intervention, follow-up, and problem solving skills.
- Demonstrated knowledge and commitment to anti-racism and anti-oppression/non-discrimination practices and service delivery; sensitivity and ability to work in a diverse, cross-cultural setting.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce, as well as clients, community and government partners.
- Strong group facilitation and presentation skills and experience.
- Positive attitude, flexible and dependable with strong initiative and the ability to work both independently and as a contributing member of the ASK! Team.
- Outcome oriented, self-directed and organized, with excellent record/data keeping skills.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre and the South Etobicoke community is an asset.
- Oral and written fluency in a second language that is reflective of the South Etobicoke Community, as identified (Ukrainian/Russian).

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Experience and accuracy using database applications (i.e. ASK! and iCARE funder databases, etc.)
- Strong skills and ability to easily navigate the internet/intranet environment.
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- Work hours vary – day/evening or weekend, as scheduled and needed.
- Faced paced environment, requires a high level of multi-tasking, task shifting, including responding promptly to all communication.
- Ability to work under pressure in an unpredictable environment. Often high volume of service demand, challenging clients, incoming calls, drop-in clients and clients with appointments.
- Staff team is comprised of paid staff, placement students, and volunteers.
- Must demonstrate understanding, patience and confidence when working with diverse and challenging client needs and issues: language, literacy, mental /physical health, homelessness, poverty, hygiene, abuse, etc.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti Oppression; Harm Reduction and the principles of community-based practice.

Physical Requirements

- Some data entry, with extended periods of time sitting stationary during client interviews and in front of a monitor while keyboarding.
- Occasional standing for extended periods of time and some occasional lifting and carrying may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Manager, Human Resources.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address		recruiting@lampchc.org
Subject		Job Opening for Settlement Counsellor, ASK!
Internal Deadline		5:00 pm on Monday July 24, 2023
External Deadline		5:00 pm on Monday July 31, 2023

***We thank all applicants for their interest.
However, only those selected for interviews will be contacted.
No phone calls please.***