

## NIC Settlement Resource Worker - (Spanish speaking)

<b>Location</b>	<b>Employment and Immigrant Services – Niagara Region</b>
<b>Pay</b>	<b>\$19.15 per hour</b>
<b>Employment Type</b>	<b>Permanent Part Time - minimum of 16 hours per week (Includes days, evenings and weekends)</b>
<b>Placement Date</b>	<b>May 2024</b>

### Why Work for the YMCA?

As a charitable organization, the YMCA of Niagara aspires to be a great workplace, committed to diversity, equity, and inclusion, where different backgrounds, experiences, and identities are appreciated and celebrated. Guided by our shared values – caring, health, honesty, inclusiveness, respect, and responsibility - the YMCA provides our employees with meaningful jobs and the opportunity to make a difference in the lives of individuals and the health of our communities. We recognize the contributions of our staff through growth opportunities and great benefits, and the knowledge that their day-to-day actions have a positive impact on the health and wellbeing of the people of Niagara.

### NATURE & SCOPE

The YMCA of Niagara, through funding provided by Immigration, Refugee and Citizenship Canada (IRCC), operates two Newcomer Information Centres (NICs) in the Niagara Region (St Catharines and Niagara Falls) whose core functions include: information collection, maintenance and dissemination of resources related to all aspects of settlement and the sharing of information with existing agencies.

### RESPONSIBILITIES:

- Assess client needs, identify appropriate resources, provide all necessary information, and identify alternate resources for clients, as appropriate.
- Provide clients with information that is timely, accurate and comprehensive.
- Refer clients to appropriate services that meet individual needs, and empower them to access information in a self-directed manner.
- Research, maintain and stay up to date with settlement and community related information for new immigrants.
- Advocate on behalf of the client with other agencies, when (if) necessary.
- Attend resource-sharing meetings, and/or other community events, as assigned.

- Conduct individual and group orientation sessions and offer general information assistance to clients and service providers.
- Deliver information sessions and workshops on settlement related issues on a regular basis.
- Maintain accurate client data records by collecting all appropriate demographics. Use intake forms, iCARE and other databases as required.
- Collect, organize and file hard copies of flyers, brochures, and pamphlets of programs and services offered by government and agencies serving immigrants.
- Participate in training and adhere to the YMCA Child Protection Policies and Procedures as established by the YMCA of Niagara.
- Keep an eye on resource and information (R&I) clients to ensure their needs are met and address concerns with EO staff as needed.
- Other duties as required.

## **QUALIFICATIONS**

- Post-secondary degree/diploma in Social Sciences, Education or another related field.
- Must be fluent in English (reading, speaking and writing).
- Must be fluent in Spanish, as defined by the contract (reading, speaking and writing).
- Minimum 1-year experience working with newcomer population; knowledgeable about settlement information and issues.
- Strong communication and interpersonal skills.
- Knowledge of immigration and community programs and services (government, community groups and agencies) in Niagara Region.
- Must have valid driver's license and a vehicle, as travel around the Niagara area may be required.

## **COMPETENCIES:**

### **Diversity**

Appreciates that people with different opinions, backgrounds and characteristics bring a richness to the YMCA.

### **Integrity**

Demonstrates responsible behaviour at all times and maintains high ethical standards.

### **Relationship Building and Collaboration**

Builds positive interactions both internally and externally to achieve work related goals.

### **Self-Management**

Works independently with minimal supervision.

### **Sense of Community**

Demonstrates an awareness and understanding of community and responds to identified needs.

### **Communication**

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.

## **APPLICATION PROCESS**

Interested applicants are invited to submit a cover letter and resume by noon on May 3rd, 2024 to [umar.salam@niagara.ymca.ca](mailto:umar.salam@niagara.ymca.ca). **Please indicate position applying for in the subject line of your email.**

Internal applicants are encouraged to notify their supervisor before applying.

All applicants are thanked for their interest. Only those applicants being considered for an interview will be contacted by email.

Accessibility accommodations and materials in alternate formats for individuals with disabilities can be arranged upon request.

For more information on other opportunities at the YMCA of Niagara, please visit: [ymcaofniagara.org](http://ymcaofniagara.org)