

Settlement Counsellor
Full Time - 37.5 hrs per week
Competitive salary and benefits package

The Settlement Counsellor co-ordinates and delivers the intakes, settlement & referral services for clients and performs all functions related to the development of the program, under the supervision of the Department Manager.

DUTIES AND RESPONSIBILITIES

- Ensure high quality of program delivery for clients as well as appropriate training for the volunteers of the program
- Organize orientation/information sessions for new immigrants on various topics of interest
- Complete the satisfaction surveys by interviewing clients, volunteers and partners
- Manage volunteers in the program in collaboration with the department and with CIWA volunteer program
- Participate in outreach activities by doing presentations, distributing promotional material, contacting community groups and attending CIWA display at various events
- Liaise between community organizations and CIWA regarding delivery of the program
- Assist clients with information, referrals and support counselling, as required
- Provide data entry and maintain accurate records
- Ensure client data entry is complete in the CMS and iCARE databases
- Report on activities, delivery and outcome of the program to the Department Manager
- Attend and participate in CIWA events
- Other duties as assigned by the Department Manager

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA
- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Demonstrate a high level of IT and Administrative skills

QUALIFICATIONS

- Related social science degree required
- Relevant experience working with immigrants and knowledge of barriers faced by new immigrants
- Ability to work independently, with individuals, with small groups and as a member of a team in a multicultural setting
- Appreciation and knowledge of cultural diversity
- Effective interpersonal communication skills and strong writing skills
- Strong computer skills and knowledge of Excel and MS Word
- Fluency in French is required

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
Suite 200, 138 - 4th Avenue SE
Calgary, AB T2G 4Z6
Email careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.