

## JOB DESCRIPTION

<b>Job position:</b>	Settlement Facilitator
<b>Reporting to:</b>	Settlement Facilitator Team Lead
<b>Location:</b>	Russell

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### Primary Function

Working as part of a team, the Settlement Facilitator's main priorities is to provide settlement and orientation services to newcomers in Russell and surrounding area.

### Essential Functions + Responsibilities

- Familiar with Westman Immigrant Services (WIS) programming objectives and client service philosophy and understands facilitator's role in achieving settlement related goals and outcomes
- Outreach to newcomer individuals and families
- Welcomes new clients, conducts need assessments and creates settlement plan with clients
- Provides information, orientation, referral and support to individuals, families, and the community
- Maintains up to date knowledge of all programs and services available at WIS and in the community to support clients to allow for appropriate referrals
- Facilitates referrals to community resources and services when there are barriers due to language and/or cultural differences
- Prepares appropriate materials in the development and delivery of workshops and programs for newcomers and community members
- Develops partnerships with service providers to effectively link clients with appropriate community services
- Keeps informed of current resources, trends, changes and services gaps in the general community and specific communities
- Participates in regular staff meetings to ensure excellence in client service
- Empowers clients to become self-sufficient
- Enters all services provided in database
- Maintains and submits statistical information and reports as required
- Maintains complete and confidential client records
- Maintains an overall management of client caseload
- Respects professional boundaries
- Participates in professional development activities to remain current in the field
- Conducts home visitation, when necessary, as approved by supervisor
- Other duties as assigned

### Knowledge, Skills and Abilities

- Ability to work independently as well as part of a Team
- Creative thinking and problem-solving skills
- Excellent oral and written communication skills
- Able to work with various levels of government
- A working knowledge of community resources
- Knowledge of data-based programs
- Knowledge of immigration processes
- Ability to manage client caseloads
- Organizational and time management skills
- Able to work in a culturally diverse environment
- Excellent understanding of Microsoft office