

## **London Cross Cultural Learner Centre (lccl)**

A non-profit organization offering services and programs in global education and newcomer settlement invites applications for the position of:

### **Resettlement Assistance Program (RAP) SETTLEMENT WORKER**

This will be a 35-hr/week, contract position commencing as soon as possible, and ending March 31, 2011 (with an excellent possibility of extension beyond March 2011). As part of the RAP Program Team, this position will be responsible to welcome, develop and deliver, provide orientation, client service, including one-on-one and group settlement support to new Government Assisted Refugees ensuring that clients receive consistent, reliable up-to-date information and services; approaching clients in a respectful, non-biased, non-discriminatory manner.

#### **Major Duties:**

- Assess client needs and determine the types of services required;
- Providing information, resources, and services to newcomer families and individuals through the provision of a structured intake and needs assessment process;
- Assist in interpretation and translation of orientation and information materials;
- Provide orientation sessions to newcomers;
- Assist clients with the necessary paperwork required for their initial settlement;
- Assist and accompany clients in search of accommodation and moving to permanent address;
- As part of the RAP team, work with other staff to provide the necessary support and guidance for clients to ensure that their settlement process goes smoothly;
- Provide short term case management and ensure clients' needs are met;
- Maintain client confidentiality and up-to-date client files;
- Providing and receiving case related information to ensure information flow to relevant staff;
- Providing clerical and administrative support to Manager as required;
- Following all policies and procedures as required to maintain a pleasant, healthy and safe working environment;
- Verifying eligibility, ensuring documents supporting eligibility are copied and placed in client files;
- Perform inventory of Linens and Purchase when required;
- Other duties as required.

#### **Qualifications**

1. Experience working with refugees to Canada;
2. Post secondary education: preferably in the Community and/or Social Services field;
3. Excellent interpersonal, oral and written communication skills;
4. Self-motivated individual with strong organizational and time management skills;
5. Ability to work under pressure;
6. Capacity to work independently as well as within a multidisciplinary team environment;
7. Knowledge of PC's and associated programs – Windows, MS Word, Excel, Access, etc.;
8. Experienced using equipment and visual aids to give presentations;
9. Preference will be given to those who have personal knowledge of the refugee experience and are able to communicate in languages of the current refugee movements: specially in Arabic and or Dari/Persian/ Farsi;
10. Ability to lift heavy items is required;
11. Criminal record check and valid driver's abstract required;
12. Flexibility to work after hours and on the weekend is a must.

**APPLICATION DEADLINE: March 19, 2009 at 4:00 p.m.**

Start Date: ASAP

Send resume and cover letter addressed to:

**Hiring Committee**

**Re: RAP Settlement Worker**

Send in your application using only ONE of the following methods:

**By mail:** 505 Dundas Street, London, ON N6B 1W4

**By fax:** 519-660-6168

**OR by email:** mcook@lccl.org

*We welcome diversity in the workplace and encourage applications from all qualified applicants including women, aboriginal peoples, newcomers and persons with disabilities.*

Thank you to all applicants for their interest in the position. However, only candidates selected for an interview will be contacted. No phone calls please.