



This position is posted internally and externally

## **CAREER OPPORTUNITY**

**Position:** SETTLEMENT PRACTITIONER - Temporary 12 months

**Department:** IMMIGRANT SERVICES

**Hours:** Monday – Thursday 12:00pm – 8:00pm; Friday 8:30am – 4:30pm

### **Position Overview:**

To provide newcomers with settlement services including information, orientation, interpretation and translation, supportive counseling and coordinated community referrals that will assist in acquiring skills needed to foster independence and fully participate in local community life.

### **Key Responsibilities:**

Responsibilities include:

- Provide Resettlement Assistance Program (R.A.P.) Services to government sponsored refugees in the first six weeks upon arrival including reception, initial orientation, immediate housing, and emergency/medical health needs.
- Provide culturally appropriate orientation, initial intake and assessment services to individual/family newcomers, including “tombstone” data.
- Collaborate with newcomer clients to develop a settlement plan (short and long term action plans) and determine a strategic, time managed approach to achieving self-sufficiency and integration into the community.
- Enhance language acquisition strategies through linkages to specialized community agencies.
- Coordinate referrals and follow up to other LFS or community resources, as appropriate, to meet client focused needs.
- Escort and support newcomers during initial settlement to services to ensure proper and complete introduction to mainstream community.
- Provide newcomers with timely and accurate information on a broad range of community services in the areas of health and human resources, employment, legal services, housing, finances, education and recreation.
- Develop, update and prepare client information manuals for client orientations/presentations.

### **Other Assigned Duties May Include:**

- Attend community meetings.
- Answer telephone and in-person callers promptly.
- Complete all necessary client and agency documentation.

- Take responsibility for documentation within client files as assigned through the Continuous Quality Initiative (C.Q.I.).
- Take responsibility for Monday and Tuesday evenings; daily noon walk-in hour and be available to work late hours to provide reception and welcoming services to government sponsored refugees.

**Qualifications:**

- AAISA Settlement Practitioner 2, or an undergraduate degree or an undergraduate degree and/or diploma in Human Services or Education, Social Work, Psychology, Anthropology or another related discipline.
- Excellent communication, organizational, and interpersonal skills.
- Ability to work within a team.
- Excellent work ethics.
- Previous experience working with newcomers (refugees) is highly desirable.
- Second or multiple language capabilities are highly desirable.
- Cross cultural awareness and sensitivity.
- Computer literacy.
- The successful candidate will be required to provide a Police Information Check.

**Start date: March 4, 2019**

**Application deadline: February 19, 2019**

**Please submit, in confidence, a resume and cover letter referencing job posting IS69 and where you viewed our ad:**

**Email:** [humanresources@lfsfamily.ca](mailto:humanresources@lfsfamily.ca)

**Mailing Address:** Human Resources, Lethbridge Family Services  
1098 – 3 Avenue North  
Lethbridge AB T1H 0H7

**Fax:** (403) 327-5725

**Web:** [lfsfamily.ca](http://lfsfamily.ca)

**We thank all candidates for their interest, however, only those selected to continue in the process will be contacted.**

***Lethbridge Family Services is an equal opportunity employer.***



Date Posted: 02/06/2019