



## **Employment Opportunity**

### **SWIS Settlement Worker**

**Permanent position (full time 40 hours/week)**

**Closing Date: August 9, 2021**

The Calgary Bridge Foundation for Youth (CBFY) is a charitable not for profit youth focused family centered hub that gives power of voice to immigrant and refugee children, youth and families. CBFY is in its 30<sup>th</sup> year of services and is a core leader within the youth domain in the Calgary settlement and integration sector. CBFY works in collaboration with the two public schools in Calgary, Calgary Board of Education and Calgary Catholic School district to ensure that youth and their families are equitably engaged to thrive and not merely to survive. In any given year the organization supports over 13,000 individuals.

Five factors are critical to CBFY's future success. These are 1) quality and sustainability of programming, 2) accessibility to families and individuals, and presence in the community, 3) engaged employees and volunteers, 4) accurately and credibly measured outcomes and 5) impact and expand capacity to meet the need. Employees are evaluated on organizational priorities and the following competencies, measurement, decision making, communication, continuous learning and positive relationships.

### **About the position:**

Working in collaboration with the SWIS Program Team, the Calgary Board of Education and the Calgary Catholic School District Partners, the SWIS Settlement Worker will be responsible for providing initial settlement services to immigrant families by serving as an entry point to services offered by schools and community agencies.

### **Scope of Duties and Responsibilities:**

- Document, plan and manage client cases
- Establish relationships with newcomer families and youth by assessing their settlement needs and providing them with direct service or referrals as related to their settlement and accommodation requirements.
- Advice and implementation of settlement related activities which enhance a client's settlement experience.
- Work with families, youth and school staff to understand various issues that may impact student learning and behaviour in a holistic assessment.
- Provide services in English as well as in other languages through the use of interpreters and translators
- Follow fidelity measures to ensure consistency of service delivery.
- Monitor the progress of the client in their settlement experience including access to referrals, family functioning, and school experience.
- Knowledgeable of the ISSP Case management model and have comfort in delivering specific activities to newcomers at specific times in service provision.
- Familiar with an evidence based and outcomes-based approach to service delivery.
- Refer the client to a myriad of community partners for specialized services beyond the competence of the ISSP.
- Approach clients in a strengths-based client centered manner which maximizes the control of the newcomer in their own planning.
- Knowledgeable and current on community resources available to newcomer families.
- Aware of school-based resources available to newcomer students.
- Deliver accessible settlement services to newcomer families at locations convenient for the client. This may include community centers and home visits.
- Culturally sensitive and comfortable in listening to the stories of newcomers.

### **Community Outreach and Partnerships**

- Attend and contribute to various community events conducted by Calgary Bridge Foundation and its partners.
- Develop and present information sessions (workshops) for newcomers that are relevant to the needs of client families
- Work within a multidisciplinary team at school, library and agency sites.

- Establish and maintain relationships and partnerships with various community groups, settlement agencies, school communities, and the Calgary Public Library
- Establish a presence in school sites to represent CBFY to our school and library partners.
- Serve as an ambassador for the ISSP and the CBFY

**Administrative**

- Complete all data entry as related to client files and individual administration according to ISSP and CBFY policies and procedures (timesheets, mileage, reimbursements etc.)
- Input and maintain all client files in compliance with all applicable privacy legislation in an online client management system.
- Track the client's progress through our program utilizing a Client Management System which is demonstrated to integrate with iCare and IRCC systems and is able to accommodate our case management model of service delivery.

**STANDARDS OF PERFORMANCE**

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

**The duties and responsibilities outlined above are representative but not all inclusive. Other related duties as required.**

**Qualifications and Requirements:**

- Post-secondary education: Degree(s)/ diplomas in Social Work, Sociology, Psychology, Education, International Relations or related disciplines.
- 2 - 3 years of related work experience
- Advanced written and spoken English Language levels.
- Mandarin is required
- Have a strong strengths-based orientation to client service delivery.
- Ability to work with immigrant families from diverse cultural and linguistic backgrounds in a culturally competent framework.
- Knowledge and understanding of the settlement sector and issues relating to adjustment, transition and journeys of newcomers to Canada.
- Ability to work independently, take initiative and work collaboratively in a team environment.
- Significant experience and working knowledge of Microsoft 360 Suite and Client Management System use.
- Valid Class 5 Driver's License; must have access to a vehicle in good working order.
- Flexible to work during evenings and weekends as required.

**Please [submit](#) your resume and cover letter.** We thank all candidates who apply. Only those selected for an interview will be contacted. No phone calls please. The Calgary Bridge Foundation for Youth provides equal opportunity employment and encourages applications from all qualified persons. Visit our website at [www.cbfy.ca](http://www.cbfy.ca)