

**Employment Opportunity
SWIS Worker- NNESST
Contract FTE-40 hours per week ending March 31, 2024
Closing Date: January 16, 2024**

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 a core leader within the youth domain in the Calgary settlement and integration sector. CBFY works in collaboration with the two public school boards in Calgary, Calgary Board of Education and Calgary Catholic School District to ensure that youth and their families are equitably engaged to thrive.

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) accurate and credibly measured outcomes and 5) impact and expanded capacity to meet the needs of our clients. Employees are evaluated on organizational priorities and the following competencies, measurement, decision making, communication, continuous learning, and positive relationships.

About the Position:

The **SWIS Worker** in the NNESST will manage client cases and provide information, advocacy, and connections with resources and services in the community to support the initial settlement of client children and youth with a family-centered and culturally sensitive service delivery approach. This position will report directly to the Team Lead and will work collaboratively with the Mentorship Youth Worker/s, Afterschool Program Coordinator/s, and other stakeholders in achieving their team activity targets and goals.

Duties and Responsibilities

○ **Client Support**

- + **Support client sign-ups and service initiations** in cases of school requests/referrals or self-referral cases.
- + **Create connections and promote CBFY services** in the school communities supported by the cluster.
- + **Build rapport with and support clients** with their settlement and integration related needs employing a strengths-based service delivery and engagement approaches.
- + **Address identified needs** by educating clients on resources, services, and supports available in the system, and related processes.
- + **Develop a settlement plan** with clients by clearly stating tasks, providing referrals to external programs and links or directions to access resources.
- + **Engage concerned CBFY staff in the cluster and beyond** based on identified client need areas. Settlement workers/case managers play a central role here, as service/support provision always starts with a needs and assets assessment.
- + **Conduct follow-up meetings** in person, virtually, or using any other communication method that is most convenient to the client. The purpose of follow-up meetings is to assess the status of client's use of the settlement plan and provide additional support as needed.
- + **Develop, coordinate, oversee and implement educational materials and recreational activities** to support client needs and share with colleagues contributing to knowledge and skill building and innovative practices.
- + **Organize, promote, and deliver information sessions and group activities** supporting the settlement and integration needs of clients and also building awareness with our partners in schools and the community.
- + **Facilitate communication** between clients and school staff and other stakeholders in the community that operate in the interest of newcomer children and youth.

- + **Advocate professionally and ethically** on behalf of clients with all concerned stakeholders within the cluster communities/neighbourhoods and beyond.
- + **Assess client progress in their settlement and integration journey.** The success indicator here is client's self-efficacy in terms of navigating and accessing services and resources and making decisions on their own to support their needs, a phase of service provision where clients' accomplishments are celebrated, and they are prepared to exit our program(s).
- **Administrative Tasks**
 - + Create, organize, and maintain accurate documentation on client data, service delivery, meetings, and other work-related activities using safe and appropriate tools.
 - + Prepare and submit work related reports in our client data management system, to direct supervisor, and others concerned.
- **Participation in knowledge and Talent Development**
 - + Actively participate in group professional development/training opportunities organized by the agency.
 - + Demonstrate diligence in exploring and using other continuous learning opportunities.
 - + Positive attitudes to and active participation in feedback exchanges and coaching engagements.
- **Tasks/Responsibilities in Group Contexts**
 - + Actively contributing to group discussions.
 - + Participating in committees and task groups supporting program and agency-wide projects or engagements of various natures.
- **External Engagements with Stakeholders**
 - + Represent CBFY in external meetings and collaborative engagements.
 - + Promote CBFY programs and services and build awareness in the community around issues and challenges newcomer youth and their families face as well as their contribution to society.
- **Time Management**
 - + Punctuality at all work locations, meetings, events, and other commitments.
 - + Timely submitting work related reports in all performance areas.
 - + Timely responding to communications with clients, colleagues, management, administration, partners, and other stakeholders.
 - + Managing scheduled time for commitments, which include service delivery, meetings, presentations, projects, etc.
- **Communication within and Among Clusters**
 - + Information and resource sharing within the cluster and beyond using various communication methods.
 - + Meetings – one-on-one and in a group setting.
 - + Submit work related reports, challenges/issues, etc. to their team lead and CC others as needed.
 - + As per the nature of the report, sometimes staff may need to submit their report to other members of the leadership team, but the team should always be kept in the loop.
 - + Exceptions to this expectation may apply to matters of a sensitive nature such as grievances/complaints, personal health, family matters, and other cases where there is a need to respect privacy.
- **Reporting Items and Reporting Protocol**
 - + Periodic reports such as the monthly report.
 - + Service delivery reports for all activity lines in OCMS – NAARS, I&O 1:1, I&O Group Activities, the various community connection reporting lines.
 - + Mileage and expense reimbursement claims.



- + Contributions to the Narrative Report as needed.

Occupational Health and Safety:

- Ensure to take all precautions to protect the staffs' health and safety.
- Ensure that staff work in accordance with the legislation.
- Ensure that staff are not subjected to or participate in harassment or violence.
- Advise staff of all known or reasonably foreseeable hazards.
- Report on OHS concerns.
- Cooperate with any person exercising duty under legislation.
- Comply with legislation.

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.
- Fluency in Tigrinya, Spanish.
- 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