

POSITION: Counsellor (Settlement, Mental Wellness, LMA)	POSITION STATUS: On Call
DEPARTMENT(s): IRCC	HOURS OF WORK: 0-37.5 hours per week
RATE OF PAY: \$26.77/hr	# OF POSITIONS: 1
UNION: Unifor	POSTING PERIOD: Aug. 15, 2023 – Aug. 21, 2023

Scope: The Counsellor provides front-line support for clients of all statuses and is primarily responsible for the labour market access component of the program.

Database:

- Maintain effective databases through data entry and continuous information updates.
- Update information to internal and funders databases on a timely basis.
- Gather and enter required data on the client and provide reports as required by funding bodies and senior management for accountability purposes.
- Maintain accurate and up-to-date client records and files, ensuring accessibility to other staff when not in the office.
- Verify and update information in the client database including other administrative duties associated with making referrals.
- Receive incoming referrals and screen to determine eligibility for all programs.
- Facilitate referrals as necessary for those people who do not meet the organization’s guidelines when applicable.

Client Services:

- Develop and conduct workshops and group sessions to meet clients’ needs.
- Provide settlement and adaptation services to clients as required.
- Provide interpretation and translation to clients as required.
- Facilitate access by providing links between clients and specific settlement needs to available resources in the community, social services, professional services, employment and government programs.
- Identify and suggest information sessions to clients in accordance with their settlement needs.
- Do case advocacy on behalf of clients with institutions, landlords, employers etc. and assist clients in filing appeals and complaints.
- Do outreach to assess community needs, promote programs in the community and participate in networking and coalition-building with other service providers, agencies, communities, organizations and institutions providing services to clients.
- Maintain client records, program statistics, and reports and provide regular updates to the program manager as required.
- Ensure all record-keeping and evaluation processes are up-to-date and reported to the manager.

Miscellaneous:

- Provide efficient and thorough service with the ability to effectively engage and empower service seekers.
- Advocate ensuring systems and services protect the rights of clients and give clients control over decision-making.
- Support and participate in W5 events and in cooperation with colleagues.
- Support the manager in proposal writing.
- Support the organization for outreach and public events.
- Participate in the program evaluation process.
- Suggest, initiate, arrange and participate in community outreach, networking events and job fairs.
- Participate in staff meetings, case management sessions and committees.
- Demonstrate adherence to organizational policies and procedures, its mission and mandate.
- Be aware of and implement relevant government policies and guidelines which pertain to the services provided.
- Other duties as assigned.

Qualifications:

- Fluency in a language other than the Official Language (an asset).
- Post-Secondary Education (an asset).
- At least 3 years of experience in a service delivery role, preferably with a non-profit organization.
- Police clearance for working with vulnerable populations.
- Demonstrated ability to write reports to various stakeholders.
- Ability to work effectively in a culturally sensitive environment.
- Knowledge about the settlement sector in Windsor with a view of the larger landscape of settlement in Canada.
- Ability to conduct presentations, lead workshops and facilitate meetings.
- Computer proficiency in using Microsoft Office Suite.
- Strong ability to work with various databases.

How to apply: Please submit your resume and cover letter via email to: shelley@www.wiw.org

W5 welcomes diversity in the workplace and encourages applications from all qualified individuals, including 2SLGBTQIA+, Visible Minorities, Indigenous People, and persons with disabilities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), W5 is committed to accommodating applicants with disabilities throughout the hiring process. At any stage of the hiring process, Human Resources will work with applicants requesting accommodation.