



**Multicultural & Immigrant Services Association of North  
Vancouver Island (MISA)**

**JOB TITLE: Settlement Manager – Courtenay**

**REPORTS TO: Executive Director**

**WORKING HOURS: 35 hrs / wk**

**COMPENSATION: \$21.67 to \$26.06/hr**

**POSITION SUMMARY:**

The primary role of this position is to provide leadership and management for the Courtenay office and the Immigrant Welcome Centre as a whole. In addition to this, you will be required to provide some direct settlement services. This includes providing newcomers with supports that enable them to be successful in understanding and working through case management activities. The Settlement Manager will connect with current and potential community partners, manage pertinent contracts and subsequently staffing and budgets.

**CORE COMPETENCIES**

- Developing Others
- Building Collaborative Relationships
- Personal Credibility
- Strategic Thinking
- Analytical Thinking

**KEY DUTIES AND RESPONSIBILITIES**

**Leadership and Management**

- Supervises activities of office staff. This will include staff scheduling and the delegation of shared office duties.
- Provide orientation, training and support to office staff.
- Provide coaching and mentorship of office staff as identified in their professional development plan.



- Manage annual performance reviews and quarterly professional development plans with office staff.
- Provides strategic management and leadership for office/IWC goals, policies and procedures, statistical reports.
- Provides strategic management and leadership for delivering all contract requirements.
- Identifies, develops and presents IWC services to strategic community partners.
- Refer to the Policy and Procedures to follow up on client and staff inquiries and complaints (the HR Coordinator should be contacted and informed in the case of personnel).
- Coordinates office projects to achieve efficient office flow and employee productivity.
- Design, develop and implement required feedback and communication systems for office operations.
- Proposal writing for public and private sponsors.
- Attendance and participation at IWC board meetings with the support of the Executive Director.

### **Budgeting**

- Assist in the development of budgets for funding proposals.
- Develop and coordinate the budgets for all contracts in the office and assist management team with organizational budgeting.
- Report on budgetary activities to staff, management team and funders as required.
- Delegate authority and responsibilities for managing budgets to identified staff members.

### **Community Partnerships/Community Development**

- Identify potential strategic community partners.
- Jointly develop a plan for effectively connecting with current and potential community partners.
- Maintain and grow current community partnerships.
- Strategically promote the IWC's programs and services through contact with newcomers and ethnic communities.
- Jointly identify the community service providers you need to connect with and strategically identify who should attend what community meetings to address service gaps and accessibility issues related to client groups.
- Orientate community service providers to the needs of particular client groups and IWC programs and services.
- Community presentations on services.



## **Settlement Services**

- Assist clients utilizing a case management model to identify/assess needs, barriers, relevant services and options.
- Intake – determine client eligibility. Complete Newcomer Intake Form.
- Assisting clients to set goals, priorities and develop realistic plans toward settlement and adaptation (case management).
- Identification of appropriate services and resources relevant to needs (case management).
- Provide clients with an overview of Canadian society and their rights and obligations.
- Provide clients with introductory and/or basic information on norms, services, and systems.
- Make referrals to internal and external social resources as part of case management.
- Arrange interpretation or translation services for clients who require this service.
- Provide cross-cultural orientation to clients and community service providers while clients access service.
- Provide clients and their families with support to deal with family and cultural adjustment issues.
- Provide support to access services if professional counseling is required.

## **Record Keeping & Service Support**

- Responsible for managing monthly, quarterly and final reports related to funding are complete, accurate and done on time.
- Ensure that all contracts and financial reports are documented and delivered properly.
- Maintain confidential records of contacts with clients. Enter client information into database(s) (case management).
- Ensure the recording of statistics for all services provided in iCare, OCMS database and/or in SUMAC database.
- Attend staff meetings and organizational planning and development sessions as requested.
- Maintain a current knowledge of trends in the field and enhance existing skills through professional development.



## **QUALIFICATIONS**

### **Education and Experience**

#### **Required**

- Post secondary training in counseling, social work or a related field, or equivalent combination of education and experience in or outside Canada.
- Fluency in English.
- Demonstrated experience in leadership and management of contracts, staff and budgets.
- Demonstrated Best Practices in the delivery of settlement management.
- Demonstrated effectiveness in working with community partners.
- Demonstrated ability to be flexible, open-minded and work on a team.
- Be able to work flexible hours to accommodate sessions and meetings outside of typical office hours, and emergency situations. This may include out-of-town regional and provincial meetings.
- A valid BC driver's license and reliable transportation.
- Approved criminal record check.
- The worker will follow the code of ethics and mission statement of IWC.

#### **Preferred**

- Direct experience in the provision of settlement services.
- Fluency in other language(s) preferably Mandarin and/or Vietnamese.
- Knowledge of community resources and experience working with community agencies.
- Demonstrated ability to be creative.
- Demonstrated ability to be self-directed and well organized.
- Proficient in Microsoft Office programs.
- Experience working with volunteers.

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.