
Settlement Counsellor (Ukrainian)
Full Time - 37.5 hrs per week
6 Months Limited Term

The Settlement Counsellor conducts intakes, settlement & referral services for clients and performs all functions related to the delivery of the program, under the supervision of the Department Manager.

DUTIES AND RESPONSIBILITIES

- Ensure high quality of program delivery for clients
- Conduct in-depth needs assessments for clients
- Conduct individual and group orientation/information sessions for new immigrants and refugees on various topics of interest
- Assist clients with referrals and support counselling, as required
- Participate in outreach activities by doing presentations, distributing promotional material, contacting community groups and attending CIWA display at various events
- Liaise between community organizations and CIWA regarding delivery of the program
- Ensure client data entry is complete in the CMS and iCARE databases
- Report on activities, delivery and outcome of the program to the Department Manager
- Attend and participate in CIWA events
- Complete satisfaction surveys by interviewing clients, volunteers and partners
- Other duties as assigned by the Department Manager including requests for additional paid hours on a temporary basis when needed

STANDARDS OF PERFORMANCE

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

QUALIFICATIONS

- Related social science degree required
- Relevant experience working with immigrants and knowledge of barriers faced by new immigrants
- Ability to work independently, with individuals, with small groups and as a member of a team in a multicultural setting
- Appreciation and knowledge of cultural diversity
- Effective interpersonal communication skills and strong writing skills
- Strong computer skills and knowledge of Excel and MS Word
- Fluency in Ukrainian required

Pre-employment requirement: Successful candidate must clear Police Check including Vulnerable Sector Check.

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
Suite 200, 138 - 4th Avenue SE
Calgary, AB T2G 4Z6
Email careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.