

INTERNAL & EXTERNAL JOB POSTING

Settlement Support Counsellor (Specialized support with health and disability)

ISANS is seeking a full-time **Settlement Support Counsellor (Specialized support with health and disability)** responsible for providing specialized settlement support services to refugees and other eligible clients dealing with disabilities and high health needs. Working in collaboration with other ISANS programs to provide orientation, referrals, advocacy and other support as needed. Reporting to the Supervisor and the Manager, Refugee Resettlement, the Settlement support Counsellor will be responsible for:

Duties and responsibilities:

Provide settlement support to eligible clients by:

- Providing assessments, information, referrals and solution focused para counselling to clients in relation to their health and disabilities needs.
- Facilitating access to services by providing link between clients with specific settlement health and disabilities needs to available resources in the community;
- Coordinate group orientation sessions on various health and disabilities topics including navigating and negotiating the care system
- Coordinating case conferencing with both clients and the service providers involved in the case
- Planning and implementing follow up and evaluation activities and tools, to determine the effectiveness of the services offered
- Facilitating and coordinating workshops and information group sessions on pertinent issues, in collaboration with other service providers
- Working as part of a holistic team with other members of Settlement Team and ISANS staff, in the provision of services for immigrant and refugee families
- Accompanying vulnerable clients to community service providers' meeting.
- Identifying and bringing forward for discussion/resolution, any challenge barrier or gaps in service for clientele
- Providing information about the ongoing needs of clients to health professionals and funders
- Participating in developing documents, proposals and reports for existing and/or new projects

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree or Social Work/Health related
- Equivalent combination of education and experience will be accepted
- Counselling Certificate an asset

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience
- Experience working with/supporting clients, volunteers and casual workers
- Experience developing, implementing and evaluating programs or projects
- Experience delivering service face to face and/or online
- Experience with networking and outreach

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population
- Knowledge of local health care system, programs, and community organizations that serve persons with disabilities.

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills

- Proficient with MS Office applications
- Additional languages an asset

Terms of Employment

- Fixed-term contract, renewable pending funding confirmation
- Full-time, 35 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

Commencement Date: ASAP

Closing Date: Wednesday September 23rd ,2020 4.00pm

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**