



POLY CULTURAL

IMMIGRANT & COMMUNITY SERVICES

Internal/External Job Posting

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| Position Title | On- Call RAP Settlement Assistant-Dari, Pashto Speaking |
| Organization Structure | Reports to the Program Manager/Coordinator |
| Job Status | On Call (max 40 hours per week with no guarantee of hours) 3 Month contract |
| Location | Mississauga |
| Wages | \$22.78/hr |

Scope

The RAP Settlement Assistant- On-call is responsible for providing immediate and essential settlement assistance to Government Assisted Refugees (GARs) from various ethnic groups; at the airport and at their temporary accommodation. Settlement assistant is expected to work co-operatively with others; demonstrate flexibility in organizing work; show a high degree of initiative, discernment, and resourcefulness; must have excellent communication skills and demonstrate thoughtfulness in decision-making to assist refugee families

The on-call hours are not guaranteed and can vary from 0-40 hours per week.

Duties and Responsibilities

- Assist with providing administrative support to program leadership group and other program staff
- Provide interpretation to eligible clients required for addressing resettlement needs
- Support refugee arrivals at the airport and at the quarantine sites
 - Provide the full range of settlement services to new immigrants and newcomer families
 - Deliver settlement needs assessments for each newcomer or newcomer family
 - Assist in increasing accessibility by delivering services at itinerant public and community spaces in collaboration with other service providers
 - Connect newcomer with the internal supports and partners on sites
 - Assist with arranging transportation of families from the airport and to other appointments
 - If needed escorts clients to medical appointments and advocates on their behalf.
- Acknowledge client needs with respect and empathy
- Other duties as assigned

Competencies

Adaptability: *Changes behavioural style or method of approach when necessary to achieve a goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives*

Communications: *Using a variety of communication styles and strategies to foster open communication, to exchange of information and discussion on an ongoing basis*



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Initiative: *Does more than is required or expected in the job; does things that no one has requested that will improve or enhance services, avoid problems, or develop entrepreneurial opportunities. Plan ahead for upcoming problems or opportunities and takes appropriate action.*

Service: *Demonstrates strong commitment to meeting the needs of clients, co-workers, managers, or community members, striving to ensure their full satisfaction.*

Qualifications

- A degree or diploma in Social Work, Counselling or Education and at least three years' experience working with immigrant communities or a combination of experience and education that fulfills the requirements
- Comprehensive Knowledge of Polycultural's Service delivery manual
- Knowledge of immigration and refugee services and of the ethno-specific programs and services in the GTA
- Familiarity with issues facing newcomers in Canadian urban setting and systemic barrier facing integration in education, social, cultural, and economic aspects of Canadian life
- Excellent interpersonal, cross cultural, written and verbal communication skills
- Experience in outreach, community development and marketing of program and services
- Fluency in a second language is a definite asset; Preference will be given to those who speak Dari, Pashto
- Demonstrate ability to work effectively within a team and independently with minimal supervision
- Demonstrated reliability, punctuality and attendance
- Excellent communications skills, verbal and written
- Ability to lift 30-40 kg
- Must be willing and ability to work on flexible schedules on an as needed basis, evenings and weekend work is required

*Please forward your application to the Hiring Committee with cover letter explaining your interest in this position as an attachment in MS Word in one document with the file name: **Last name first name** to:*

Polycultural Immigrant & Community Services

17 Four Seasons Place, Suite 102

Toronto, Ontario M9B 6E6

Email: resumes@polycultural.org

Polycultural reserves the right to post internally and externally.

In support of persons with disabilities, Polycultural asks that job applicants with disabilities who require accommodation in the recruitment and selection process, to please advise Human Resources, if contacted for an interview/testing, so that suitable accommodation can be arranged. (In compliance with AODA, 2005, Integrated Accessibility Standards). If you require assistance in sending your resume due to a disability, please contact Human Resources directly.

We thank everyone for their interest in Polycultural; however only those selected for an interview will be contacted. Polycultural Immigrant & Community Services hires on the basis of merit and is committed to employment equity.

No Phone calls please