
Position Title: Mandarin/Cantonese Speaking Settlement Worker in Schools (School District of West Vancouver, SD45) 28 hours/week; there will be a 6 week unpaid leave of absence (July 9 –August 17, 2018)

Department: SWIS – Youth Department

Program: Settlement Workers in Schools

Reports to: Manager of Settlement in School /Youth Programs

SUMMARY

The Mandarin speaking Settlement Worker in School (SWIS Worker) is responsible for providing new Mandarin speaking immigrant students and families who are registered in the West Vancouver School District, with cultural orientation, information about the Canadian, and more specifically West Vancouver School District 45 school system. The SWIS worker is required to work as part of a team and to have the capacity to work independently. Excellent judgment, client boundaries, and client service skills are needed. This position is responsible for workshop facilitation and applicants must have facilitation experience. Handling required administrative (agency and funder) tasks with accuracy and timeliness is also required.

Job Purpose

SWIS workers will support children and their families in their school life by providing:

- Information to schools about ways to support settlement issues
- Assistance for families regarding home – school communication
- Information to schools and families regarding referrals to community services and agencies.
- Information and orientation to families regarding the Canadian and West Vancouver SD45 schooling systems.
- Assistance to parents to help involve them in school life
- Assistance to students to access after school and extra-curricular programs.

Duties

1. Becomes familiar with NSMS programming objectives and client service philosophy, and understands clearly his/her role in achieving settlement-related contractual goals and outcomes
 2. Supports students and families in adjustment to Canada through needs assessment.
 3. Conducts group information sessions and monthly workshops as required.
 4. Provides referral in the areas of settlement and adaptation to community resources.
 5. Assists with school in identifying clients' settlement needs and facilitates communication between school staff and newcomer families when there is an issue/concern
 6. Keeps informed of current resources, trends, needs, changes, and service gaps in the general community and in specific client communities.
 7. Develops partnerships with school staff and administration to effectively connect with new immigrant parents and students.
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8. Perform other job related and clerical duties such as data entry into iCare (CIC database) as well as NSMS's database as required.

Work Schedule:

- Hours of work flexible but must be available for occasional meetings between 8:30 and 5pm for before and after school appointments.

Equipment Used:

- IBM personal computer, software applications (word processing, database), and standard office equipment.

Orientation Period:

- A reasonable period to learn this position at an adequate level would be 3 months.

QUALIFICATIONS

Knowledge:

- Working knowledge of the immigrant and refugee experience, client support and advocacy
- Knowledge of the Canadian legal, political, cultural, educational, and economic systems.
- Knowledge of the Chinese community on the North Shore
- Knowledge of community resources available for clients.

Education:

- Bachelor's degree in Community Development, Humanities or Counseling OR High School completion with a diploma, certificate, experience in Social Services, Humanities, or Counseling.

Skills:

- Required to speak, read and write in fluent Mandarin as well as English. Cantonese as an additional language an asset.
- Provide clients with clear and up-to-date school-related accurate information
- Maintain diplomatic and tactful communication under stress, with understanding of SWIS' role and boundaries in different situations
- Ability to work in a team environment, as well as a capacity to self-motivate and work independently.
- Competent skills in using Word, Internet, Outlook, Access/database software
- Accurate data entry and record keeping; maintaining information security protocols
- Excellent time-task management

Experience:

- 1-2 years in client service and group facilitation; experienced in establishing professional relationships and boundaries with clients.
 - 2 years of experience working in a multi-cultural setting
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Job Description

Personal Suitability:

- Empathic, respectful and discrete; remains tactful and patient during stressful situations.

Access to a car, with a valid BC Driver's License.

Salary Range: \$23.00 - \$25.00 depending on experience

Send resumes and cover letters by May 18, 2018 to:

**North Shore Multicultural Society
#207-123 East 15th Street,
North Vancouver, B.C. V7L 2P7
Fax: 604-988-2960 Email: heathery@nsms.ca**

We regret that only short-listed applicants will be contacted. No phone calls please.
