



JOB POSTING

Job Title: Vietnamese Settlement Counsellor

Salary: Based on experience

Description of the Organization:

Northwood Neighbourhood Services is a non-profit, charitable organization with a volunteer Board of Directors, the majority of whom are residents of the area served. The organization is managed by the Executive Director, who works with and under the direction of the Board of Directors.

Three levels of government and the volunteer sector fund the organization.

Responsibilities:

- **Individual services** – to provide assistance to individuals in accessing settlement services such as housing, healthcare, counselling, employment, translation, interpretation, escorting, filling out forms and referrals to other community resources as needed
- **Outreach** – to provide information about our services and to assess community needs through innovative outreach methods in accordance to Northwood outreach policies
- **Workshop** – to facilitate information sessions and seminars as needed in co-operation with other organizations
- **Record** – to maintain and keep up-to-date client records, statistics and reports
- **Report** – to provide a written report of activities in a timely manner
- **Goldmine** – to input all client records into the Goldmine in a daily basis
- **Administration** – to attend regular staff meeting and Northwood activities
- To assist with other activities as required

Qualifications:

- Degree or Diploma in Community Work or equivalent experience
- Thorough knowledge of settlement issues facing new immigrants
- Sensitive to and aware of the social and economic trends of immigrants
- Strong customer service skills and demonstrated ability to liaise with community organizations in the neighbourhoods we serve
- Attention to detail and excellent record keeping skills
- Experience in conducting various methods of outreach



- Excellent interpersonal skills
- Very good written and oral communication skills
- Ability to work independently with little supervision
- Knowledge of the Vietnamese language, and experience working with the Vietnamese Community is a must
- Must be culturally sensitive and open to developing and acquiring new skills

Accountability:

The settlement counsellor is accountable to the Settlement Manager

Business hours:

This is a part-time position comprised of 28 hours per week. Working hours are 9:00 a.m. to 5:00 p.m. with a one hour lunch break.

Kindly forward your email to awolday@northw.ca with the title Vietnamese Settlement Counsellor.