



Welcome Place, 521 Bannatyne Ave., Winnipeg, MB. R3A 0E4  
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Internet: [www.miic.ca](http://www.miic.ca)

## **INTERNAL/EXTERNAL POSTING**

### **COUNSELLOR, SETTLEMENT SERVICES**

**Requires Tigrinya**

**FULL-TIME, TERM (ending March 31, 2019)**

**Competition No. 2018.03.03**

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## **SUMMARY OF QUALIFICATIONS REQUIRED**

This is a **full-time, term** position with 35 hours per week. The Counsellor, Settlement Services, is responsible for providing assistance to newcomers in Canada in aiding them to maximize their potential and to participate fully in Canadian life. The incumbent is responsible for providing direct, front-line assistance to immigrants and refugees to navigate and be familiar with the social, business, education, accommodation, transportation and financial services available in Canada as part of their resettlement process in Manitoba.

The Counsellor, Settlement Services, assists the clients to access basic settlement services, with referrals, advocating on their behalf and guiding them to maximize their potential and participate fully in Canadian life by establishing a relationship of trust and respect with clients.

## **KEY RESPONSIBILITIES**

- Welcomes and picks up clients at the airport;
- Provides services in the client's own language;
- Recognizes the diversity of needs and experiences (e.g. young, old, highly educated, those without education, singles, families) and recommends the most proper settlement plan to the client;
- Provides information and delivers orientation sessions re life in Canada, customs, law, health, education, housing, employment, etc.
- Explains agency policies, procedures and services such as:
  - client's rights and responsibilities (e.g. right to see file, responsibility to be actively involved in the service)
  - agency role and limitations based on funding and contractual agreements
  - assurance of confidentiality (explaining that information is confidential except with their consent, or according to legislation)
- Coordinates client schedules in cooperation with other departments to ensure all necessary tasks are completed and services provided.
- Facilitates client access to services through referrals, escorting and interpretation.

- Provides emotional support and encouragement, supportive counselling on problems of adaptation, and crisis counselling as necessary;
- Makes appropriate referrals to other professionals to attend to client's needs requiring in-depth or specialized counselling (e.g. psychiatric conditions, marital counselling, etc.);
- Liaises with other service providers both internal and external to secure all necessary support to clients;
- Helps clients to make decisions regarding their resettlement in Manitoba in priority order;
- Fosters independence in clients;
- Promotes and encourages clients to be involved as volunteers at MIIC;
- Advises and encourages clients to participate in the relaxation and fun activities
- Provides follow-up to settlement plans, addresses ongoing needs and makes home visits as required;
- Advocates on behalf of clients with institutions, landlords, employers, and other service providers, including assisting with appeals and complaints;
- Assists in development of orientation and information materials;
- Provides input on programs and services for the purpose of program evaluation and improvement;
- Maintains up-to-date client files, records statistical information and creates statistical reports as required, and maintains client confidentiality;
- Attends staff meetings and outside meetings as required;
- In consultation with the Manager of Settlement Services, participates in community development and education activities as appropriate (e.g. community outreach, support groups, training programs and workshops, collective advocacy, social, cultural and recreational activities, public education and promotion of community acceptance of refugees and immigrants.);
- All MIIC personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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## QUALIFICATIONS

### Essential

- Familiar with privacy rights;
- Excellent communicator with outstanding listening skills;
- Demonstrate understanding of immigration policy, settlement process, and issues relating to the refugee experience;
- Demonstrate written and oral fluency in English;
- Fluent in required languages;
- Proven knowledge of database systems, computer navigational skills and basic software use such as Microsoft Office;
- Able to work flexible hours;
- Maturity and ability to foster individual client's pride and confidence
- Ability to work under pressure and perform independently and as part of a team;
- Ability to work in a cross cultural setting and unionized work environment;
- Demonstrated interpersonal skills to deal with staff, clients and the public;
- Demonstrate organizational and record-keeping skills;
- First Aid Certificate;

- A valid Manitoba Driver's license and Driver's Abstract;
- Access to a reliable vehicle;
- Ability to work in a cross cultural unionized environment
- Child Abuse Registry Check, Criminal Record Check (Vulnerable Sector)

**Assets:**

- University degree (Social Services, Social Work or related degree) or training in social services;
  - Supervisory experience;
  - Experience in not-for-profit organizations;
  - Experience in managing and effectively monitoring a heavy caseload with varied needs, coupled with the ability to respond with appropriate supports and measures;
  - Demonstrated mediation skills;
  - Familiar with community social services networks;
  - Familiar with factors affecting the overall integration of refugees and immigrants in a culturally-sensitive manner.
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**EDUCATION/EXPERIENCE**

**Minimum educational requirements:**

- High school diploma or an equivalent combination of skills, education and relevant experience;
  - Two years of counselling practical experience or equivalent.
  - The WRHA Interpretation Training or Community Interpretation training is a strong asset.
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**COMPENSATION**

As per Union Contract, Classification III.

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**TO APPLY**

Please submit your **resume and cover letter that clearly states the Competition Number** (noted at top) and how you meet the criteria of this position, in confidence to:

Human Resources  
Manitoba Interfaith Immigration Council Inc.  
Email: [careers@miic.ca](mailto:careers@miic.ca)

**Deadline: Tuesday, March 27, 2018, 12:00 PM**