



Advisor/Interpreter
(Requires English and Arabic Language)

Fulltime (35 hours/week)
Permanent, Subject to Ongoing Funding
Competition No. 2026.04.01

Mission: Every day we make it easier for refugees to succeed in Manitoba.

Vision: We see a world where refugees are warmly welcomed and well-established as upstanding, contributing members of communities across Manitoba.

POSITION SUMMARY

The Advisor/Interpreter, Client Settlement Services, reporting to the Manager, Client Settlement Services, provides direct front-line support to newcomers in their first language. The role involves assessing client needs, developing individualized settlement plans, and facilitating referrals to appropriate services and professionals. The Advisor/Interpreter also delivers both basic and enhanced orientation sessions to clients and community partners, supporting successful integration and settlement in Canada. Additionally, the role includes a component of collecting, analyzing, and presenting statistical data to support reporting, and the provision of limited technical support.

KEY RESPONSIBILITIES

- Provides services to clients in their first language (Arabic);
- Assesses clients' strengths and conducts Needs & Assets Assessments & Referrals (NAARS)
- Recognizes the diversity of needs and experiences (i.e. immigration category, age, level of education, family make up, special needs, etc.) and recommends the most beneficial settlement plan to the client;
- Works with clients to review and update the progress of their settlement plan on a regular basis and help clients make decisions and choices regarding their settlement in Manitoba in priority order
- Provides information and orientation sessions to clients (individual or in a group setting) on topics necessary for their settlement;
- Makes appropriate referrals to other professionals to attend to clients' needs requiring in-depth or specialized counselling (i.e. psychiatric conditions, marital counselling, etc.) and to internal programs and external services and community resources;
- Liaises with other service providers both internal and external to secure all necessary support to clients;
- Provides ongoing support to all clients based on their needs;

- Builds rapport with clients by displaying empathy. Encourages to fosters independence to participate in relaxing and fun social activities delivered at MIIC;
- Assists in obtaining proper documents, forms, applications necessary for settlement process;
- Coordinates client schedules in cooperation with other services providers to ensure all necessary tasks are completed and services provided;
- Advocates on behalf of clients with external institutions;
- Assists in development of orientation and information materials;
- Delivers community outreach activities through info sessions, trainings and workshops to other SPOs and mainstream providers;
- 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;
- Provides technical support to other staff members to develop confident computer skills and the ability to troubleshoot minor technical issues;
- Collects, stores, and analyses information in organization's database;
- Performs data information quality control;
- Prepares statistical data for reports to funders;
- Configures, maintains, and troubleshoots organization's iCARE and NewTrack systems;
- Generates reports and monitors the validity of iCARE and NewTrack data;
- Maintains client confidentiality;
- Attends staff meetings and outside meetings as required;
- In consultation with the Manager, Client Settlement Services, participates in new agency programs, community development and education activities as appropriate;
- Provides Reception Desk coverage if necessary;
- Promotes an inclusive and respectful work environment enforcing a policy of non-discriminatory and non-judgemental services where diversity is welcome;
- All MIIC personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

QUALIFICATIONS

Essential

- Excellent written and oral communication skills in English, and other language(s) as required by the agency based on intake (Arabic);
- Demonstrates an understanding of factors affecting successful client settlement of newcomers;
- Ability to prepare and deliver presentations, orientations, and information sessions for different clients in different settings;
- Excellent knowledge of scope of work of different SPOs in Winnipeg and their referral processes;
- Broad knowledge and connections with local ethno-cultural groups, and communities to support the needs of newcomer clients;
- Strong computer skills and technical experience;

- Strong Microsoft Excel and database skills;
- Experience in Interpretation in different settings;
- Ability to work with victims of sometimes severe persecution;
- Works effectively both independently and as part of a team;
- Demonstrates professional interpersonal skills with co-workers, clients, and public;
- Demonstrates active listening skills;
- Demonstrates effective mediation skills;
- Demonstrates effective organizational and time management skills;
- Is a self-starter and displays initiative;
- Works effectively under pressure with a heavy workload, in fast paced and rapidly changing environment;
- Demonstrates ability to work in a multi-cultural environment;
- Ability to work flexible hours;
- Demonstrates proficiency with computers using Microsoft Office (Word, Excel, PowerPoint), Outlook, databases;
- Clear Criminal Record Check for Vulnerable Sector and Child Abuse Registry Check;
- Valid Driver's License;
- Driver's Abstract (subject to approval).

Assets

- Excellent oral and written communication in other languages;
- Familiarity and knowledge of case management databases;
- Working in a not-for-profit environment;
- Working in a unionized environment.

EDUCATION, TRAINING, AND EXPERIENCE

- High School Diploma;
- 3 years of relevant experience in working with newcomers;
- One of the following Interpreter Training: Introduction to Interpretation, Community Interpreter Training, or WRHA Interpreter Training.

COMPENSATION

- Classification II Advisor/Interpreter, \$22.22 per hour.
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APPLICATION PROCESS

Welcome Place is committed to building a diverse and inclusive workplace. We actively encourage applications from candidates who identify as members of equity-seeking groups, including (but not limited to) Indigenous peoples, racialized communities, persons with disabilities, women, and members of 2SLGBTQIA+ communities.

Please submit your resume and cover letter **that clearly states:**

- **Competition Number**
- **How you meet the qualifications, education, and experience criteria**

Email in confidence to:

Human Resources
Manitoba Interfaith Immigration Council Inc.
Email: careers@miic.ca

Deadline: Open until 4:00 PM April 21, 2026