

LIFE SKILLS SUPPORT WORKER
Full Time (37.5 hours/week), Term Position
2 Positions

POSITION PURPOSE AND SUMMARY

Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the Life Skills Support Worker (LSSW) provides adapted support to IRCOM tenant families and instill confidence in their settlement journey and fully participate in Canadian life by providing in home support and community connections.

With the supervision and support of the Settlement Capacity and Building Programs (SCBP) Manager, the Life Skills Support Worker is responsible for the following:

DUTIES AND RESPONSIBILITIES

Home visits (50%)

- Conduct Life Skills needs assessment, referrals and follow ups
- Orient new families through Essential Life Skills Training
- Receive referrals and follow up with tasks arising from initial goal setting, needs assessments, regular home visits, or monthly suite inspections carried out by other CRP and Tenancies staff
- Develop relationships with newcomer families and build trust
- Seek out additional supports for families as required, internally and externally
- Provide training to families on proper cleaning, use of cleaning supplies, storage of groceries, cleaning of appliances and conveniences
- Observe and supervise families to demonstrate they can adequately take care of their apartment
- Provide training and observe families' preparation for monthly pest control treatments
- Orient families to surrounding area through Neighborhood Orientation

Community Connections (35%)

- Support families in cooperation with other programs at IRCOM, such as Volunteer Program, Housing, Asset & Capacity Building Program and the Newcomer Literacy Initiative.
- Provide interpretation and/or translation if applicable/as needed
- Work with CRP staff to ensure adequate, timely and quality response to tenants' questions and needs on an ongoing basis
- Support other CRP programs, such as workshops, parenting programs and other events
- Learn about community resources to ensure appropriate and timely external referrals

Reporting and Records Management (10%)

- Create, update and monitor client files and digital records and folders for record management
- Perform accurate and timely CARMIS data entry and reporting
- Compile program summary of activities for internal and external reports
- Submit monthly narrative reports to Settlement Capacity and Building Programs Manager, as well as any other relevant reporting related to the position

Team and Inter-departmental Support (5%)

- Participate in Community Resource Program planning and team meetings
- Attend IRCOM staff meeting and other joint program meetings
- Adhere to all IRCOM policies, procedures and guidelines
- Develop and maintain updated resource/info sheets of relevant services
- Maintain open communication with all IRCOM staff, partners and community members

Other tasks as assigned by Settlement Capacity and Building Programs Manager

REQUIRED QUALIFICATIONS:

- High School graduate and/or some post-secondary education
- Experience working with immigrants and refugees
- Knowledge or awareness of the immigrant and refugee experience desired
- Ability to clearly explain and model instructions to others
- Ability to use the computer for emails, reports and accessing internet for research is required
- Willingness to work in clients' apartments
- Firm commitment to an asset-based empowerment approach and to advocacy for the best services and rights for newcomers to Canada
- High level of interpersonal and cross-cultural communication skills
- Strong organizational skills and the ability to prioritize tasks
- Understanding of confidentiality and boundaries in a community setting
- Clear Criminal Record Check and Child Abuse Registry Check, upon hiring

- International education/experience is recognized and valued
- Fluency in languages in common with IRCOM tenants is desired
- First Aid, CPR and Non-Violent Crisis Intervention is an asset
- Experiences that demonstrate the qualities and values IRCOM seeks for all our staff (<https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS:

- First Aid training
- Experience working with refugee and/or immigrant communities
- Fluency in additional languages

Work Location and Schedule: The Life Skills Support Worker will work across two sites (5 blocks apart), depending on the families they are assigned to and may work at/during off-site outings. This is a full-time, 37.5 hours per week term position ending March 31, 2027, with the possibility of extension (pending funding). The primary schedule will be determined by the SCBP Manager and will primarily be between 9 a.m. and 5 p.m. Monday to Friday with occasional evenings or weekends depending on tenant needs.

Wage: \$20.10/hour - This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

Benefits:

- Professional development opportunities
- Paid sick days
- Collaborative, family-friendly and supportive working environment

APPLICATION PROCESS: All applicants must be legally entitled to work in Canada.

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

**Review of applications will begin on April 27, 2026
and continue until the position has been filled.**

HR - Selection Committee: hr@ircom.ca

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs (hr@ircom.ca).