



Brampton Multicultural Community Centre

LIBRARY SETTLEMENT COUNSELLOR

INTERNAL & EXTERNAL POSTING

Position Type: Full Time – **Working Hours:** 35 per week- **Location:** Multiple- Peel Region

Brampton Multicultural Community Centre (BMC) is a charitable organization, established in Peel Region in 1987. Its mandate and core business is to enable newcomers, immigrant's individuals and families to achieve their full potential and become productive participants in their adopted land. Our Settlement Counsellors are responsible for providing solution-based counselling, information and referrals, access and advocacy, orientation and general support for families and individuals through their process of settlement in Canada.

RESPONSIBILITIES

- Program planning, development, monitoring, case management approach, evaluation and documentation
- Provide counselling and referral on settlement issues; providing information, referral and access counseling with regard to services such as health care, housing, employment, training and education, legal aid, finance, social services
- Communicating with library staff and others as applicable
- Assist clients in understanding and integrating into Canadian society, practices and procedures; advise on way of life, institutions, laws, etc.
- Provide support 1:1 or in group setting. Maintain accurate records of clients assisted, type of services provided and follow-up
- Facilitating/conducting group information sessions for newcomers i.e. community services
- Act as a liaison between clients, library staff and cultural/community groups
- Work in collaboration with other staff to ensure thorough assessment, support, and follow-up is provided
- Help in preparing documentation, forms, interpretation/translation and other related services
- Gather settlement and employment related information for newcomers, foreign-trained professionals and other clients
- Assist clients to prioritize their settlement needs and facilitate referrals
- Write reports, record trends, document statistical data, needs and gaps in services
- Strategies for on-going outreach to promote BMC programs and services
- Ongoing evaluation of service delivery and its impact on clients
- Provide itinerant services as and when needed
- Any other duties complementary to settlement services and your position
- Reports to Executive Director and his/her designate

QUALIFICATIONS/SKILLS

- Post-secondary education: Degree/Diploma in Social Work or Social Services
- Minimum of two (2) years relevant experience in settlement sector with proven experience in assisting newcomers with settlement issues.
- Extensive knowledge of the immigration system and community services, programs, resources and outreach practices. Strong understanding of issues facing immigrants/newcomers in Peel
- Experience working with youth and families; experience in a library environment is an asset
- Outstanding interpersonal, communication and facilitation skills
- Well organized, team player who is able to take initiative, manage change/transitions with the ability to prioritize and multi-task and meet deadlines and targets
- Ability to work with diverse groups of participants and establish rapport successfully
- Ability to work independently and co-operatively and a team player
- Ability to work with library personnel in meeting the needs of newcomer clients and their families
- Ability to work off-site in meeting the needs of newcomers
- Knowledge of community services, programs, resources and outreach practices.
- Strong computer skills (MS Word, Excel, PowerPoint, and Office 365), Adobe software and web based databases (iCARE/CTIMS).
- Flexible to work evenings or weekends on a regular basis
- Good written and oral proficiency in English and in one of the following languages is a definite asset: Urdu, Hindi, and/or Punjabi
- Police Record Check for Vulnerable Sector is required as part of the hiring process at your own expense
- Must have own transportation, driver license and valid insurance to use your vehicle for job related travelling

This position requires the ability to work evenings and weekends on a regular basis.

Please submit your resume along with a cover letter in ONE document (PDF, or Word) referencing:

BMC-JC-0231-Library Settlement Counsellor by May 4th, 2023 to:

Human Resources Department
Brampton Multicultural Community Centre
197 County Court Blvd, Suite 303, Brampton, ON L6W 4P6
Email: hr@bmccentre.org

BMC is an equal opportunity employer, which promotes the principles of diversity and equity, and adheres to the tenets of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Accommodations are available upon request; all requests must be made to the HR department in advance.

(WE THANK YOU FOR APPLYING. ONLY CANDIDATES SELECTED FOR AN INTERVIEW WILL BE CONTACTED)