



**Victoria Immigrant & Refugee Centre Society (VIRCS)**

1004 North Park Street - Victoria, B.C. V8T 1C6

Telephone: (250) 361-9433, Fax: (250) 361-1914

**JOB DESCRIPTION: SETTLEMENT AND INTEGRATION SERVICES PROGRAM MANAGER**

**Job title:** Settlement and Integration Services Program Manager

**Reports to:** Settlement Director

**Status:** Full time, 37.5 hours/week

**Application Deadline:** May 15, 2018; 5:00PM PST

The Victoria Immigrant and Refugee Centre Society has been dedicated to immigrants and refugees in Greater Victoria for almost 30 years, helping clients from all over the world. It serves more than 3,000 newcomers annually with its programs in the areas of employment, settlement, integration, children and youth, as well as many other projects and activities.

**PRIMARY ACCOUNTABILITY:**

To manage and provide settlement and integration services to support the integration of Temporary Residents (including refugee claimants) and Naturalized Citizens into B.C. Society and the economy. Operating within the B.C. Settlement and Integration Services Program, the Settlement and Integration Services Program Manager is in charge of all activities aimed at the facilitation of client-centered intervention plans to address client-identified needs. To this end, the Settlement and Integration Services Program Manager is in charge of the provision of orientation, information, referral to resources and government services, as well as community connections through one-on-one meetings and group workshops. The Settlement and Integration Services Program Manager is also responsible for building community partnerships and engaging volunteers and other service providers. The role of the Settlement and Integration Services Program Manager is to manage the delivery of services within the program, as well as direct involvement in the service delivery.

**RESPONSIBILITIES:**

- Manage staff assigned to the B.C. Settlement and Integration Services Program, including but not limited to performance management, team building, and conflict resolution;
- Ability to work in the various locations identified in the hub and spoke model for the service delivery on a rotational basis (Victoria, Saanich, Sidney, Oak Bay, Westshore, Esquimalt/View Royal, and Sooke);
- Administer the Settlement and Integration Service Program contract with the service funders, in proper consultation with the Executive Director and the Settlement Director;
- Establish and develop community partnerships to better support the clients;
- Conduct an intake process that identifies the specific needs of the individual, present personal and professional commitments, individual goals, and refer them to available services based on eligibility;
- Facilitate the referral of clients to navigate various immigration and work permit related processes;
- Facilitate and connect clients to intercultural activities, community events and places, social, cultural and professional networks and volunteer community hosts;

- Provide short-term crisis counselling or referrals to appropriate services where applicable;
- Conduct outreach activities as well as remote service delivery by phone or email where needed;
- Engage volunteers who are more established in the community to provide additional support to the enquiry and referral services (e.g. interpretation and appointment making with other services);
- Organize group workshops and engage guest speakers on a frequent basis;
- Provide one-on-one or small group settlement counselling;
- Develop/deliver services in collaboration with other key service providers such as Immigration, Refugees and Citizenship Canada, Employment Services Centres and Public Post-Secondary Institutions;
- Maintain a good level of collaboration with our partners in delivering the B.C. Settlement and Integration Program around the CRD area in the spoke locations of Saanich, Sidney, Oak Bay, Esquimalt/View Royal, Westshore, and Sooke, namely, the Vancouver Island Regional Library and the Greater Victoria Public Library branches;
- Assist clients in developing strategies and action plans to meet needs;
- Conduct regular reporting on activities and progress in compliance with the program requirements;
- Actively promote the B.C. Settlement and Integration Program to all staff, volunteers, Service Delivery Partners, community networks and agencies;
- Remain aware of up-to-date community and partner resources and supports;
- Identify and promote opportunities for public education about multiculturalism, immigration, anti-xenophobia and human rights issues;
- Participate in necessary trainings and seminars relevant to VIRCS and Settlement and Integration work;
- Attend and participates in regular team meetings and all-staff meetings;

**REQUIRED SKILLS, AND EXPERIENCE:**

- At least 3 years relevant work experience, including experience in management of staff and contracts; Settlement Worker Certificate, or equivalent in human services field, preferred;
- Familiarity using case management approach in service provision;
- Thorough knowledge of Settlement work principles and practices;
- Cross-culturally aware and able to engage with people from diverse ethnic, cultural and religious backgrounds;
- Empathetic, warm and engaging personality, with strong interpersonal, relationship-building and networking abilities;
- Organized and efficient; able to successfully complete multiple tasks in a timely manner
- Strong administrative and computer skills (Word, Excel, Powerpoint, database, internet, e-mail);
- Outstanding written and verbal communication and presentation skills;
- Good judgement, problem-solving and analytical skills;
- Team player and able to function in multi-disciplinary team setting;
- Strong assessment and problem-solving skills and conflict resolution skills;
- Adherence to professionalism, discretion and confidentiality;
- Ability to work in a fast-paced, rapidly changing environment;

**ASSET QUALIFICATIONS:**

- Knowledge of a language reflective of British Columbia's immigrant demographic distribution (including but not limited to: Punjabi, Cantonese, Chinese, Mandarin, Tagalog, Spanish, Korean) is a strong asset;

- Knowledge of available social services and community resources in Greater Victoria;
- Knowledge of legislation and policies affecting migrant, newcomer, Naturalized Citizens with barriers to Integration, and refugee populations in Canada;
- Commitment to work ethic premised upon anti-oppression and anti-xenophobia;
- Sensitivity to issues of immigration and knowledge of adjustment and transitional issues specific to newcomers or individuals facing barriers to integration;
- Understanding, sensitivity and an awareness of social justice, diversity and anti-oppression issues;

**TO APPLY:**

If your credentials meet the above job description, please forward your cover letter and resume, quoting the job title in the subject line, to: Yazan Khalaileh, Settlement Director, yazan@vircs.bc.ca. Application deadline is May 15, 2018; 5:00PM PST.

**SALARY:** \$24/hr x 37.50hrs/Week.

**NOTE:** This application is open to both internal and external candidates. Strong internal candidates will be given preference.

**VIRCS is an equal opportunity employer. We encourage applications from people of different ethnic and cultural backgrounds, especially immigrants to Canada who are entitled to work in British Columbia.**