

Matthew House Windsor
Windsor Baptist Refugee Mission

Job title	<i>Settlement Support Worker</i>
Reports to	<i>Settlement Coordinator</i>
Status:	1 X Permanent part-time, 1 X Casual on-call
Hours and Rate:	20 hours per week, rate of pay to be negotiated

Position Summary:

Under the guidance of Matthew House's Settlement Coordinator, the *Settlement Support Worker* will assist Refugee Claimants and other precarious migrants in accessing services and supports that will enable to them to secure legal status in Canada and begin their settlement in our community.

Key responsibilities: Legal, social service, and government systems navigation, settlement support services, and case management.

Duties and Responsibilities

Refugee Protection

- Conduct intakes for Settlement Services.
- Cultivate appropriate, professional, supportive relationships with clients.
- Advise new clients on Matthew House's model and how we can assist them.
- Assist Refugee Claimants and other precarious migrants in accessing and navigating legal and government services such as: Legal Aid, RHB, IRCC, RAD, and Ontario Works.
- Provide Refugee Claimants with information on the Refugee Claim process, appeal process, and Humanitarian and Compassionate process.
- Assist Refugee Claimants in connecting with services to facilitate their initial claim or appeal including: lawyers, immigration medical, etc.
- Assist Refugee Claimants with completion of forms, documents, and communications.
- Assist Refugee Claimants with communications with other agencies and government.
- Seek support and guidance from Settlement Coordinator as required to ensure proper support is provided for unique situations.
- Prepare new Refugee files and ensure Refugee files are complete.
- Document interactions as well as protection and settlement activities in case file.
- Provide interpretation or translation services when able or arrange translation services when required.
- Maintain statistics on services provided.

Settlement Support

- Assist Refugee Claimants in accessing their initial language assessment and in accessing English as a Second Language classes.
- Assist Refugee Claimants with change of address, work permits, and other government forms.
- Advocate for Refugee Claimants with Ontario Works and other support agencies.
- Communicate personal needs of Refugees residing at Matthew House to Shelter Operations Coordinator, other staff, or volunteers.

Due to the nature of our work, Matthew House emphasizes team work and the Settlement Support Worker may be required to assist other staff, volunteers, and donors from time to time, and as their own workload permits.

Other duties and special projects may be periodically assigned by Executive Director.

Preferred Qualifications

- Post-secondary degree in Social Work, Human or Social Sciences
- Ability to speak a second language
- Demonstrated Christian faith and adherence to orthodox Christian doctrine
- Experience working cross culturally and comfortable with diverse languages
- Strong computer skills including Office365 and CRM databases
- Ability to work in a fast paced, team environment
- As condition of employment, must:
 - Provide a Vulnerable Sector Police Clearance
 - Complete an Oath of Confidentiality

Direct reports

- none

Approved by:	<i>mm</i>
Date approved:	<i>12/01/2019</i>
Reviewed:	<i>11/05/2024</i>