

Matthew House Windsor
Windsor Baptist Refugee Mission

Job title	<i>Settlement Support Worker</i>
Reports to	<i>Settlement Coordinator</i>
Status:	3 X Temporary Full-Time
Hours and Rate:	\$17.85 per hour for 35 hours per week

Position Summary:

Under the guidance of Matthew House's Settlement Coordinator, the *Settlement Support Worker* will provide direct support, and assist Refugee Claimants in accessing services and supports that will enable 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, house shelter operations, and case management.

Duties and Responsibilities

Refugee Protection

- Conduct intakes and assess the needs of newly arrived refugee claimants.
- Cultivate appropriate, professional, supportive relationships with clients.
- 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.
- 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.
- 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.
- Assist refugees in securing permanent housing.
- Follow-up with refugees post discharge to ensure ongoing integration and housing stability.
- Seek to connect refugees with Canadian mentors in their chosen field of work.
- Connect refugees with opportunities to learn about and explore Entrepreneurship in Canada.
- Connect refugees with volunteer and employment opportunities

- Provide one on one support to assist Refugee in becoming oriented to the community (including public transportation, finances and budgeting, where and how to access to physical and mental health services, connecting with education and language services)
- Connect refugees to social, cultural, religious, or recreational networks of their choosing.
- Ensure Senior refugees are connected to ongoing supports to prevent isolation

Shelter Support

- Welcome new residents and provide them with an orientation to the House and rules
- Prepare bedrooms for new arrivals as needed
- Prepare welcome hygiene kits for new residents
- Prepare housewarming kits for residents moving into their own apartment
- Clean shared spaces as required
- Sort, store, and organize in-kind donations
- Assist with data entry and office administration

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 Supervisor.

Preferred Qualifications

- Passion to support people from diverse backgrounds
- Post-secondary degree in Social Work, Human or Social Sciences
- Aged 15 – 30 years on start date,
- Canadian citizen, permanent resident, or a “protected person” (granted refugee status),
- Ability to speak a second language
- Experience working cross culturally and comfortable with diverse languages
- Strong computer and communications skills
- Ability to take the initiative and to work in a fast paced, team environment
- If you really want to impress us, **incorporate the word HOPE** in the opening line of your cover letter and be sure to email as instructed.
- 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:	12/01/2019
Reviewed:	2025-04-15