

Benchmark Title**SETTLEMENT & INTEGRATION WORKER****Job Summary**

Provides settlement and integration services to immigrants and refugees.

Key Duties and Responsibilities

1. Provides orientation services and needs assessment to clients. Provides information about and referrals to community resources.
2. Provides guidance and support to clients experiencing difficulties with settlement and integration to assist them in problem-solving and accessing appropriate services and resources.
3. Provides translation and interpretation services to clients to facilitate their access to community services by providing verbal translation and interpretation and written translation of forms such as MSP enrolment, Social Insurance Number application, and Child Tax Benefits application.
4. Plans and/or conducts group information sessions on topics related to settlement.
5. Maintain records, statistics and all required documentation. Provides reports on clients as required.
6. Maintains liaison with other agencies, professionals and the community.
7. Accompanies clients to appointments such as community services and government.
8. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service field.
Proficiency in a second language.

Training and Experience

One year recent related experience.

Or an equivalent combination of education, training and experience, plus proficiency in a second language.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Settlement and Integration Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field plus proficiency in a second language	5	94
2	Training and Experience – Requires 1 year recent related experience	3	75
3	Physical Demands – Often involves very light physical exertion in writing and maintaining records; freedom of movement exists	2	14
4	Concentration – Often listens to clients to respond to inquiries	4	33
5	Independence – Guided by general procedures or instructions, selects amongst alternate courses of action to provide orientation services, guidance and problem solving to clients	4	57
6	Judgement – Assesses clients' settlement needs and chooses an approach using accepted work methods to provide orientation services, guidance and problem solving to clients	4	57
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work has direct impact on the final service provided with limited impact outside the agency; Work is evaluated for overall appropriateness	4	57
9	Communication – Involves influence or persuasion techniques to assist clients who are typically experiencing difficulties with settlement and integration; provides translation and interpretation service to clients	5	71
10	Care of Individuals – Work involves settlement needs assessment and providing orientation services, guidance and support to assist settlement of clients	4	40
11	Environment/Working Conditions – Once in a while exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are upset, demanding or unpredictable	3	25
Total Points			543