



EXTERNAL JOB POSTING

Job Title: Life Skill Worker

Program: Resettlement Assistance Program (RAP)

Posting Date: December 27th 2018

Status: On call position, Union

Job Posting: # 1056

Effective Date: ASAP

Posting Closing: January 10th, 2019 @4pm

Note: This is an on call position

Purpose The life skill worker will serve as the front line staff for the Wesley Reception Centre, for the Resettlement Assistance Program. In a Reception Centre setting, Life skill worker oversee the provision of temporary accommodation upon arrival for Government Assisted Refugees (GARs), support the first steps in the integration process of newcomers and their families. Staff have meaningful interactions with GARs ensuring that they are in a safe and healthy environment and are proactively participating in the growth and development of the program and its' initiatives.

Duties

1. To promote a friendly, non-judgmental, non-discriminatory approach in every aspect of the work towards Newcomers clients (GAR) colleagues, management and all members of the agency.
2. To carry out any reasonable duties as required.
3. To keep all information relating to clients, staff and service users confidential, in accordance to Wesley's confidential policy.
4. To respond to GAR clients' needs, providing assistance and resources when necessary
5. To Provides support to GARs at a reception Centre setting.
6. To assign and prepare rooms for clients arriving from the airport.
7. To provide information to GARs about rules and regulations of the Reception Centre for clients arriving late to the reception Centre from the airport.
8. To creates and maintains a welcoming and safe housing environment with around the clock service.
9. To work under a lens of integration with other Wesley programs, to ensure efficiencies are realized through evidence based practices.
10. To maintain required records of participation and relevant program statistics, continuously looking for efficiencies to implement within the program.
11. To Inputs data according to standards and requirements.
12. To ensure that records are kept confidential and secure at all times.
13. To report and communicate to Manager on the progress strategies, challenges, and status of the program.

14. To seek out opportunities to represent Wesley professionally at events to enhance community networks and lines of referral.
15. To represent the Reception Centre at external meetings as required.
16. To liaise with other community agencies on behalf of clients in order to build and maintain strong community relationships.
17. To identify professional development needs and opportunities, to take responsibility for self-directed learning in order to enhance job performance and program outcomes.

Qualifications

1. A College Diploma or higher, including studies pertinent to settlement, social services, adult education, community health and or migration issues.
2. Demonstrated commitment to a career in not for profit human services.
3. Fluency in English (verbal and written) required.
4. Fluency in verbal and written communication in Somali
5. Strong and demonstrated understanding of the child and family.
6. Strong understanding or experience of working with victims of trauma.
7. Excellent communication, organization, and coordination skills.
8. Proven ability to demonstrate Wesley's mission, vision, and values.
9. Ability to work in a fast-paced environment and high stress situations.
10. Ability to work independently and as a team member.
11. Knowledge of the settlement services and integration process and working knowledge of challenges faced by Government Assisted Refugees who are new to Canada.
12. Extensive knowledge of community programs, services, and resources.
13. Flexibility with work hours.
14. Ability to recognize risk and take appropriate actions

It can be difficult to define the exact duties and responsibilities of any post and they may vary from time to time; but without changing the general purpose or the level of responsibility of the post.

Every member of staff is expected to accept an element of flexibility within their duties and responsibilities; when there may be changes within the organization or in order to meet the needs and standards of services.

Competencies

- Teamwork
- Communication
- Leadership.
- Computer Competency
- Client Service.
- Conflict Resolution.
- Decision Making.
- Self-awareness.

- Empathy.

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Please send resumes to: hr@wesley.ca

Wesley is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please.
More information about Wesley can be found on our website at www.wesley.ca.