



International Women of Saskatoon (IWS) Position Description

JOB TITLE:
Client Services/Referral Officer
TITLE OF LARC REGINA SITE COORDINATOR:
LARC Regina Coordinator
TITLES OF DIRECT REPORTS:
N/A
PROGRAM DESCRIPTION:
<p>The Language Assessment and Referral Centre (LARC) is the first centralized federal English language assessment center in Saskatchewan authorized to:</p> <ul style="list-style-type: none"> • Conduct screening to determine eligibility for federally funded language programs • Provide free assessments to help determine clients' current linguistic/language skills • Present clients with options for federal language training (LINC) programs <p>The Centre is funded by Immigration, Refugees and Citizenship Canada (IRCC) and managed by International Women of Saskatoon (IWS) Inc. We work in collaboration with LINC providers in Saskatoon/Regina to support the language learning outcomes of our clients.</p>
SUMMARY OF POSITION/MANDATE (PURPOSE):
<p>The Client Services/Referral Officer will be primarily responsible for Client Referrals upon completion of the CLBPT and/or CLBLPT to federal language training programs based on the best meeting the needs of the Client. In addition, the position will also provide reception, client intake, and administrative support services as need for LARC and IWS.</p>
TASK DESCRIPTION:
<ul style="list-style-type: none"> • Using the case management model, assess Newcomers' needs across a broad spectrum of settlement areas to determine client eligibility for services • Refer Newcomers to federally funded Language programs based on Needs Assessment outcomes • Assist Newcomers to make informed settlement-related decisions, basing referrals on client needs and goals and ensuring that clients are able to access other federally funded services • Respond to client's unique needs by offering basic counselling and referrals to appropriate mainstream services (e.g. Professional counselling services, peer networks, and support groups) • Document client needs, maintain accurate records, ensure accurate and reliable qualitative and quantitative data and provide relevant analyses following established policies and procedures • Work collaboratively with Data Management Officer to collect, compile data and prepare reports • Ensure strict compliance with privacy/confidentiality policies and procedures vis-à-vis client data systems • Provide support to and coverage for the Administrative team, ensuring strict compliance with privacy and security requirements • Use iCARE and Simple CTS systems to ensure up to date and accurate client records and input assessment information • Assist the Care for Newcomer Children (CNC) Staff with Client Services, when required • Undertake other duties as assigned and as may be required in furtherance of the Objectives of the Organization

FACTOR INFORMATION
EDUCATION & EXPERIENCE
<ul style="list-style-type: none"> • University Degree in Business/Commerce, Social Science or Arts • Minimum of 2 years of relevant experience • Experience in the immigrant, refugee settlement and integration sector is an asset



International Women of Saskatoon (IWS) Position Description

SKILLS & KNOWLEDGE
<ul style="list-style-type: none">• Ability to multi-task and work under pressure with minimum supervision independently and in cooperation/collaboration internally with staff and externally with other agencies• Experience in the settlement sector and/or providing direct client services and Needs Assessments• Knowledge of current available settlement programs, services and resources in Saskatoon/Regina and area• Excellent communication (oral & writing) skills• Excellent customer service, leadership, and problem-solving skills• Ability to work independently and within a team• Proficiency in MS Office Applications and applicable client data management systems• Positive attitude, enthusiastic and upbeat personality• Knowledge of issues/challenges in the immigrant/refugee/newcomer community• Valid Criminal Record Check/Vulnerable Sector Search• Valid First Aid/CPR Level C• Other language abilities are an asset
EFFORT
<ul style="list-style-type: none">• May have multiple shifting priorities with frequent interruptions
WORKING CONDITIONS
<ul style="list-style-type: none">• Will work in an office environment• May work evenings and weekends as required
HOURS OF WORK & SCHEDULE
<ul style="list-style-type: none">• 35 hours/week• Tuesday - Saturday<ul style="list-style-type: none">Tuesday - 9:30am - 5:00pmWednesday - 9:30am - 5:00pmThursday - 9:30am - 5:00pmFriday - 10:00am - 5:00pmSaturday - 9:00am - 5:00pm
WAGE
<ul style="list-style-type: none">• Negotiable• Standard Organization's Group Retirement Plan/Health & Dental Benefits upon eligibility

CONTACT INFORMATION
APPLY TO:
HR/Program Supervisor International Women of Saskatoon (IWS) workingwithiws@sasktel.net
APPLY BY:
Thursday, August 17, 2017
CONTRACT DURATION:
August 29, 2017 – March 31, 2018
NOTE:
We also wish to advise that only those individuals who have been selected for an interview will be contacted.