

STUDENT PLACEMENT POSITION DESCRIPTION

Position Title: Newcomer Services Student Placement	Locations: 3038 Hurontario St., Mississauga 60 Gillingham Dr., Brampton
<p><u>Responsibilities and Duties:</u> <i>(but not limited to)</i></p> <ul style="list-style-type: none"> ▪ Under the direction and guidance of the Settlement/Employment Counsellor assist in: <ul style="list-style-type: none"> ▪ Assessing the needs of newcomer clients and refer them to appropriate services. ▪ Guiding newcomers with the immigration process and other settlement areas, such as health care, housing, education, employment, legal and social services. ▪ Researching appropriate referrals and access to services for newcomers within the community. ▪ Organizing, planning and implementing group sessions/workshops designed to address common issues faced by newcomers. ▪ Developing presentations to enhance participants' financial, business, entrepreneurial, customer service and communication skills. ▪ Program setup and clean-up, preparing materials, equipment and activities for clients during workshops. ▪ Maintaining inventory, client attendance and answering client inquiries as needed throughout the program. ▪ Translating documents and providing interpretation services. ▪ Completing government documents and other forms. ▪ Complete learning contract in conjunction with the placement supervisor. ▪ Provide relief reception duties - answering telephones, welcoming clients, taking accurate messages etc. ▪ Interact with the program participants in a professional and polite manner. ▪ Become familiar with the agency's programs, services, practices and staff. ▪ Complete all tasks and responsibilities within assigned timelines. ▪ Notify the supervisor of absences and/or lateness. ▪ Adhere to the vision, mission, vision, and guiding values of the organization and the Newcomer Services Program. ▪ Maintain confidentiality of clients, staff and peers. ▪ Represent Indus in a professional manner at all times. ▪ Arrive on time and be committed to the agency and the agreed upon hours. ▪ Assist with all other duties as assigned. 	
<p><u>Qualifications and Skills:</u></p> <ul style="list-style-type: none"> ▪ Currently enrolled in a post-secondary Social Service Worker, Community Services Worker, Human Services or a related program. ▪ An understanding of issues and challenges affecting newcomers, the immigrant and refugee communities. ▪ Good knowledge of community resources and services. ▪ Strong research and problem solving skills. ▪ Demonstrate professional work behaviour including time management, responsibility for assigned tasks, attention to work details, in addition to solid interpersonal and organizational skills. ▪ Must demonstrate initiative, a positive attitude and an ability to work in a team setting. ▪ Clear and accurate verbal and written English communication skills and one or more second language (Hindi, Punjabi, Gujarati, Urdu, Arabic preferred). ▪ Must demonstrate flexibility and adaptability; responsible, reliable, self-motivated and detail-oriented. ▪ Respect confidentiality at all times. ▪ Able to work as a team with site staff, and sensitive to cultural, linguistic and religious diversity. ▪ Ability to take direction from staff at all levels. ▪ Proficiency in Microsoft Office Suite, Internet & Email. ▪ Must complete all required orientation and training sessions. ▪ Indus' mandatory COVID-19 vaccination policy that requires all employees be fully vaccinated by a Health Canada approved COVID-19 vaccine has been temporarily suspended. Currently new employees will not have to show evidence of vaccination. Indus reserves the right to reactivate this policy at its own discretion based on Public Health recommendations. Individuals with valid medical or other human rights-based exemptions will continue to be considered for appropriate accommodation within the policy and in accordance with the Ontario Human Rights Code. 	

Note: This description is intended as a guide to reflect the principal functions of the role. However, it is not an all-inclusive listing of the required functions. Further, the description is subject to change at the discretion of management.