



Immigrant and Refugee
Community Organization of Manitoba

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LIFE SKILLS SUPPORT WORKER

Full Time, Term Position

WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team that is passionate, committed and unified in supporting settlement of newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization
- A place where you can make a difference and feel the rewards of your work on a daily basis

CANDIDATE PROFILE: The Life Skills Support Worker is an individual who integrates and balances:

- initiative and motivation, a self-starter
- resourcefulness and ability to meet challenges of supporting diverse families
- strong communication and interpersonal skills, capable of relating cross-culturally
- knowledge of organization and community resources
- commitment to IRCOM's mission and demonstration of our values

POSITION PURPOSE AND SUMMARY

Guided by the vision, mission and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the Life Skills Support Worker (LSSW) provides adapted support to IRCOM tenant families and instill confidence in their settlement journey and fully participate in Canadian life by providing in home support and community connections.

With the supervision and support of the Community Resource Program (CRP) Manager, the Life Skills Support Worker is responsible for the following:

DUTIES AND RESPONSIBILITIES

Home visits (50%)

- Conduct Life Skills needs assessment, referrals and follow ups
- Orient new families through Essential Life Skills Training
- Receive referrals and follow up with tasks arising from initial goal setting, needs assessments, regular home visits, or monthly suite inspections carried out by other CRP and Tenancies staff
- Develop relationships with newcomer families and build trust
- Seek out additional supports for families as required, internally and externally
- Provide training to families on proper cleaning, use of cleaning supplies, storage of groceries, cleaning of appliances and conveniences
- Observe and supervise families to demonstrate they can adequately take care of their apartment
- Provide training and observe families' preparation for monthly pest control treatments
- Orient families to surrounding area through Neighbourhood Orientation

Community Connections (35%)

- Support families in cooperation with other programs at IRCOM, such as Volunteer Program, Housing, Asset & Capacity Building Program and the Newcomer Literacy Initiative.
- Provide interpretation and/or translation if applicable/as needed
- Work with CRP staff to ensure adequate, timely and quality response to tenants' questions and needs on an ongoing basis
- Support other CRP programs, such as workshops, parenting programs and other events
- Learn about community resources to ensure appropriate and timely external referrals

Reporting and Records Management (10%)

- Create, update and monitor client files and digital records and folders for record management
- Perform accurate and timely CARMIS data entry and reporting
- Compile program summary of activities for internal and external reports
- Submit monthly narrative reports to Community Resource Program Manager, as well as any other relevant reporting related to the position

Team and Inter-departmental Support (5%)

- Participate in Community Resource Program planning and team meetings
- Attend IRCOM staff meeting and other joint program meetings
- Adhere to all IRCOM policies, procedures and guidelines
- Develop and maintain updated resource/info sheets of relevant services
- Maintain open communication with all IRCOM staff, partners and community members
- Other tasks as assigned by Community Resource Program Manager

REQUIRED QUALIFICATIONS:

- High School graduate and/or some post-secondary education
- Experience working with immigrants and refugees
- Knowledge or awareness of the immigrant and refugee experience desired
- Ability to clearly explain and model instructions to others
- Ability to use the computer for emails, reports and accessing internet for research is required
- Willingness to work in clients' apartments
- Firm commitment to an asset-based empowerment approach and to advocacy for the best services and rights for newcomers to Canada
- High level of interpersonal and cross-cultural communication skills
- Strong organizational skills and the ability to prioritize tasks
- Understanding of confidentiality and boundaries in a community setting
- Clear Criminal Record Check and Child Abuse Registry Check, upon hiring
- International education/experience is recognized and valued
- Fluency in languages in common with IRCOM tenants is desired
- First Aid, CPR and Non-Violent Crisis Intervention is an asset
- Experiences that demonstrate the qualities and values IRCOM seeks for all our staff (<https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS:

- First Aid training
- Experience working with refugee and/or immigrant communities
- Fluency in additional languages

Work Location and Schedule: The Life Skills Support Worker will work across two sites (5 blocks apart), depending on the families they are assigned to and may work at/during off-site outings. This is a full-time, 37.5 hours per week term position to March 31, 2024 with possibility of extension (pending funding). The primary schedule will be determined by the CRP Manager and will primarily be between 9 a.m. and 5 p.m. Monday to Friday with occasional evenings or weekends depending on tenant needs.

Wage: \$18.48/hour - This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

Benefits:

- Professional development opportunities
- Paid sick days
- Collaborative, family-friendly and supportive working environment

APPLICATION PROCESS: All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. We are committed to providing an inclusive, accessible environment, where all employees, volunteers, tenants and program participants feel valued, respected, safe and supported. IRCOM strives for employment equity. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, visible minorities, and/or persons with a disability. We are dedicated to building a workforce that reflects the diversity of the communities we serve, and to creating an environment where every employee has the opportunity to reach their potential.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

**Review of applications will begin on Tuesday, October 10, 2023
and continue until the position has been filled.**

HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.