



Immigrant and Refugee
Community Organization of Manitoba

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FAMILY SETTLEMENT COORDINATOR **Full Time (37.5 hours/week), Permanent 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 Family Settlement Coordinator is an individual who integrates and balances:

- innovation and self-motivation
- strong relational skills – a ‘people person’
- creativity, resourcefulness and efficiency
- ability to meet challenges of supporting diverse families
- strong organizational and administrative skills
- 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., (IRCOM) the Family Settlement Coordinator assists all IRCOM House Inc. tenants and newcomer families to build their capacity for integration into Canadian society:

- developing informed and supportive relationships,
- case management for assigned IRCOM families,
- coordinating programs,
- managing records, and
- supporting the Community Resource Program team and IRCOM staff community

With the supervision and support of the Settlement Capacity and Building Programs (SCBP) Manager, the Family Settlement Coordinator is responsible for the following:

DUTIES AND RESPONSIBILITIES

Newcomer Family Case Management (50%)

- Build trusting relationships with newcomer families through regular interaction during home and office visits
- Providing support and interventions for individuals in the community, as needed
- Serve as primary contact for newcomer families in the Community Resource Program office by being available for drop-in visits
- Provide settlement supports through case management for newcomer families by conducting needs assessments, preparing settlement plans and setting goals
- Initiate and provide referrals to internal and external resources, partner organizations, government services etc.
- Provide support to tenants in finding suitable permanent housing and coordinate the move out process, as needed
- Inform, promote and recruit IRCOM tenant families to participate in special community events and activities

- Assist Social Worker in case management and support for high needs families and with other programs as necessary

Program Coordination & Supervision (30%)

- Create and maintain strong referrals process
- Coordinate access to services with partner agencies and assist with systems navigation
- Attend relevant external stakeholder/networking meetings and/or other partnership meetings as delegated by Settlement Capacity and Building Programs Manager
- Work with IRCOM Volunteer Program to organize volunteers, as needed, for Community Resource Program
- Coordinate the IRCOM Neighbourhood Watch with tenants in the spring and summer
- Arranging tenant exit interviews, as required
- Coordinate external workshop facilitators and presenters
- Facilitate workshops and programs
- Organize and run new tenants' orientation at IRCOM

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 Settlement Capacity and Building Programs Manager, as well as any other relevant reporting related to the position

Financial Management (5%)

- Track and monitor program spending to implement approved budget
- Provide input into annual program plan and budget in relevant areas
- Manage assigned IRCOM credit card and reconcile expenses monthly

Team and Inter-departmental Support (5%)

- Work with other programs on joint projects and/or the development of new programs as needed
- 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
- Other tasks as assigned by Settlement Capacity and Building Programs Manager

REQUIRED QUALIFICATIONS:

- Post-secondary education in the social sciences and/or community development fields is preferred
- A minimum of 2 years' experience in the settlement sector, not-for-profit and community organizations or government, and/or an equivalent combination of skills and experience
- Demonstrated ability to advocate for and assist individuals and families to navigate various systems (government, education, social, health, community, finance, etc.)
- Strong commitment to social justice and an anti-oppression framework understanding the ways in which systems and social forces interact to marginalize newcomer populations
- Firm commitment to an asset-based empowerment approach and to advocacy for the best services and rights for newcomers to Canada
- Deep awareness of the refugee experience, war-related trauma, and/or the immigration process
- Existing knowledge of and/or connections with relevant newcomer settlement service providers
- High level of interpersonal and cross-cultural communication skills
- Strong English written and oral communication skills
- Strong organizational skills and the ability to prioritize tasks
- Experience in program delivery, ideally in a settlement setting
- Knowledge and experience in developing community resources
- Proficiency and familiarity with Microsoft Office suite
- 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
- Experiences that demonstrate the qualities and values IRCOM seeks for all our staff

(<https://www.ircom.ca/about-us/work-here/>)

DESIRED QUALIFICATIONS:

- Fluency in languages in common with IRCOM tenants
- Lived newcomer experience
- Valid Class 5 Drivers License
- First Aid, CPR and Non-Violent Crisis Intervention training
- Experience working with refugee and/or immigrant communities

Work Location and Schedule: The Family Settlement Coordinator will be stationed at one of two sites and may work at/during off-site outings. This is a full-time, 37.5 hours per week permanent position. The primary schedule will be determined by the SCBP Manager and will primarily be between 9 a.m. to 5 p.m. Monday through Friday with occasional evenings or weekends depending on tenant needs.

Wage: \$22.66/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:

- Group Insurance Plan with extended health, dental, life and AD&D insurance
- Employer paid RRSP contributions (in 2nd year of employment)
- Paid sick and discretionary days
- Professional development opportunities
- Collaborative, family-friendly and supportive working environment

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

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

**Review of applications will begin on Monday, November 10, 2025
and continue until the position has been filled.**

HR - Selection Committee: hr@ircom.ca

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring 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 (hr@ircom.ca).