

Job Description

Settlement Worker in Schools (Spanish-Speaking)

SWIS Program

Immigrant Services Guelph-Wellington is a registered charitable organization with a mission to provide responsive and diverse settlement programs and services to assist new Canadians integrate into the social, economic and organizational life of the community.

As part of a multidisciplinary team the **Settlement Worker in Schools (Spanish-Speaking)** will facilitate the school orientation and family settlement experience for students in the Guelph region, by providing settlement support services to students and parents to ensure that newcomer families are aware of and enabled to access the full array of community and school services, apart from serving as a liaison for the newcomer families.

RESPONSIBILITIES:

Work with Schools

- Facilitate constructive and culturally sensitive communication between the school staff and newcomer students and their families
- Orient school staff about settlement-related issues
- Assist school staff with establishing and maintaining contact with newcomer families
- Organize and facilitate settlement-related events and workshops
- Provide cultural background information to the school staff as needed
- Promote and demonstrate sensitivity to cross-cultural issues
- Meet with school stakeholders (teachers, principals, guidance counsellors) to support newcomer families and youth
- Promote services at school events

Work with Clients

- Provide systematic settlement needs assessment, orientation and action planning and referrals to newcomer families and youth
- Analyze the linguistic needs of clients in order to provide services in a supportive, culturally sensitive manner
- Participate in the school orientation process for newcomer students and their families
- Encourage parent participation in their children's education
- Facilitate referrals and access to available resources in the community, including social and professional services, and government programs
- Enable families to advocate on their own behalf, including for the educational needs of their children
- Advocate on client's behalf where appropriate
- Organize workshops to increase newcomers' understanding of the educational system and parenting issues in a Canadian context
- Develop and implement settlement-related activities for large and small groups

Administration

- Ensure intake forms collect all pertinent information
- Maintain the accurate recording and collection of client information in the agency database as required by funders
- Ensure client services are tracked and reported on monthly/quarterly/annually to meet funding and reporting requirements
- Ensure the implementation of the agency's policies and procedures

- Ensure client consent and referral protocols are followed
- Facilitate client evaluation of our programs and services
- Ensure appropriate and confidential handling of client information and files

Case Management

- Conduct intake with newcomer youth and families
- Support newcomers in one-to-one counseling sessions and guide them in developing settlement plans
- Support overall transition, resilience, and integration of newcomer families into their communities
- To use a case management approach when dealing with school staff, IS-GW staff and external connections
- Refer complicated situations to the SWIS Supervisor and support with finding a solution
- Collaborate with referrals to other agency programs
- Provide informal counseling at the individual and group levels

SKILLS & QUALIFICATIONS:

- ✓ Strong oral and written communication skills
- ✓ Full proficiency in Spanish is required for this position
- ✓ Must have work experience or an educational background in education, daycare, community-based youth programming
- ✓ Excellent time management, attention to detail, and ability to effectively manage multiple tasks and deadlines
- ✓ Post-secondary education in the following areas: Psychology, Sociology, Social Work, Child and Youth Care, Settlement Studies or Education
- ✓ One year of related work experience, preferably in a community agency environment
- ✓ Ability to establish and maintain effective working relationships with diverse individuals and cultures, school staff, students, families and community agencies
- ✓ Familiarity with settlement issues, immigration policies and the process of family needs assessments
- ✓ Ability to work independently as well as part of a multi-disciplinary team with minimal supervision
- ✓ Commitment to anti-racism and non-discrimination practices
- ✓ Ability to comply with policies regarding confidentiality, privacy and record keeping
- ✓ Vulnerable Sector Check is required
- ✓ Mobility – valid driver's license and a reliable vehicle required as this is an itinerant position

ACCOUNTABILITY & HOURS:

This position will report to Dayami Ramirez, Director, Programs. This is a full-time, contract position at 35 hours/week. Travel and some necessary evening hours of work are required.

To apply, please email your cover letter and resume in one PDF document to Sandra Cocco, CEO at scocco@is-gw.ca by August 14, 2026.

Immigrant Services Guelph-Wellington is an equal opportunities employer. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted.