



INTERNAL/EXTERNAL JOB POSTING

Position: Settlement Counsellor

Job Type: Part-time (17.5 hours/week), June 2025 – March 31, 2026, Hybrid

Reports to: The Manager, Settlement and Integration Services

Salary: \$25.00 per hour, plus a comprehensive benefits package including health, dental, and RRSP

Application deadline: June 9, 2025

About IWSO

Immigrant Women Services Ottawa (IWSO) is a community-based agency serving immigrant women. IWSO's mandate is to:

- Empower immigrant and racialized women to participate in the elimination of all forms of abuse against women and their children.
- Provide culturally responsive services to facilitate immigrant women's access to community and mainstream services.
- Deliver programs to assist immigrant women in their journey to attain their full potential.

Position Summary

With supervision of the Manager of Settlement and Integration Services, organize and deliver settlement services to immigrant and racialized women.

Main Responsibilities

- Assess clients' needs and prepare action plans to address these needs.
- Provide information, orientation, and referrals to clients to facilitate their settlement and integration.
- Assist clients in finding the programs and services they need, such as housing, legal help, financial assistance, health care, childcare, transportation, etc.
- Refer clients to internal and external education and training programs.
- Advocate for clients and facilitate access to services.
- Support problem-solving in situations where access to services is limited or unavailable due to linguistic and cultural barriers.
- Facilitate workshops on newcomer orientation and resettlement issues.
- Organize and facilitate information sessions and other activities for newcomer women.

- Participate in external activities such as workshops and training sessions to enhance professional development.
- Collaborate with other organizations and local social service agencies.
- Prepare progress reports as required.
- Assist in the evaluation of the program.
- Attend staff meetings and external meetings as required.
- Maintain up-to-date client information, files, and database.
- Participate in the decision-making processes of the organization by attending board and/or committee meetings when requested to do so, and/or provide input to program and/or policy documents.
- Contribute to the overall functioning of the agency and perform other duties as may be assigned.

Qualifications

- Post-secondary education in social science or a combination of education and relevant experience.
- Experience working with newcomers.
- Ability to work with newcomers and diverse communities and understand the challenges faced by immigrant and racialized women.
- Comprehensive knowledge of community resources and an understanding of legal and welfare issues.
- Excellent group facilitation skills.
- Knowledge of computer applications and database software, Zoom, video conferencing, Microsoft 365, and other work-related software.
- Excellent interpersonal, communication (spoken and written), and problem-solving skills.
- Fluency in English is required; additional languages will be an asset.
- Must be legally entitled to work in Canada.
- Must be able to provide a valid Police Record Check for Vulnerable Sector.

APPLICATION PROCESS

Qualified candidates are invited to submit a cover letter and résumé (one file) by **June 9, 2025, 6:00 pm to:**

Search Committee: Position Settlement Counsellor, Immigrant Women Services Ottawa;

Email: infomail@iwsoc.ca

IWSO welcomes and encourages applications from members of equity-seeking groups, including but not limited to, candidates who are racialized, Indigenous, LGBTQ+, and people with disabilities. We thank you in advance for your interest. Only those candidates with the minimum qualifications will be contacted and considered for an interview.