**Job Posting: Settlement Counsellor - Mandarin & Cantonese Speaking**

**Position Title:** Settlement Counsellor - Mandarin & Cantonese Speaking  
**Location:** 400 Cooper Street, Suite 2000, Ottawa, Ontario  
**Weekly Hours:** 35 hours  
**Salary/Rate:** $28/Hour  
**Contract Term:** Fixed Term 10 Months (with opportunity to become permanent starting April 1st, 2025)  
**Reports to:** Manager – Settlement Integration and Family Services  
**Application Deadline:** May 31st, 2024.

**About OCCSC**

The Ottawa Chinese Community Service Centre (OCCSC) is a non-profit, non-partisan charitable organization established in 1975. With services ranging from settlement support to language training and employment services, OCCSC provides programs and services to advance the social, cultural, and economic integration and participation of all newcomers, immigrants, refugees, as well as people of Chinese heritage.

**Position Overview**

The Settlement Counsellor will be responsible for assisting newcomer clients through one-on-one interviews, information and orientation, referrals, community connections, and translation and interpretation. This position requires collaboration with other departments within OCCSC to access resources that help clients overcome settlement barriers.

**Main Responsibilities**

* Conduct full needs assessment, referrals, information, and orientation sessions in one-on-one settings, as well as group workshops for eligible clients.
* Assist clients in completing various documents and provide supportive counselling to help them deal with newcomer issues.
* Connect with various outside agencies such as social assistance, health centers, housing connections, and language training programs.
* Refer adults and families facing settlement, school, or other issues to appropriate agencies or settlement workers.
* Organize information sessions on settlement-related topics to help clients understand their rights, responsibilities, and the immigration process.
* Maintain relationships with other agencies serving newcomers, interpret and advocate on service users' behalf at various governmental agencies.
* Record individual clients, participants, volunteer attendance, and outreach efforts through the OCMS database.
* Develop partnerships with service providers to effectively link clients with appropriate community services (e.g., school districts, recreation centers, libraries).
* Conduct program/service promotions, outcomes measurement, client feedback collection, and department administrative tasks.
* Perform any other relevant duties as assigned by the manager.

**Qualifications**

* Bachelor’s degree in social sciences or a related discipline.
* Two years or more of relevant job experience.
* Knowledge of issues related to the integration and settlement of immigrants and refugees.
* Excellent oral and written communication skills, including interacting with various stakeholders, including community members.
* Strong facilitation, intercultural, and problem-solving abilities.
* Proven record of working successfully in a multidisciplinary, multicultural team environment.
* Fluency in English, Mandarin, and Cantonese is required. Proficiency in French is preferred; knowledge of other languages is considered an asset.
* Expertise in using computer programs such as the MS Office Suite and web-based applications and tools.

**Why Join Us?**

At OCCSC, you will be part of a community that values innovation, efficiency, and diversity. Our collaborative environment offers a great opportunity for professional growth and personal development in a supportive and dynamic setting. Plus, you’ll get the chance to make a significant impact on the lives of newcomers to Canada.

**How to Apply**

If you are interested in this position, please submit your resume by email to [hr@occsc.org](mailto:hr@occsc.org) by May 31st 2024. Only candidates who meet the specified requirements will be contacted for an interview. We look forward to hearing from you!