



205 Holton Avenue South --- Hamilton, Ontario --- L8M 2L8

www.micahhouse.ca --- 905-296-4387

Micah House Refugee Reception Services Inc.

Job Description: Settlement and Outreach Worker

Since 2005 Micah House has been welcoming newly arrived refugee claimants to Hamilton by providing safe shelter, settlement assistance and creating passages into the community. We are a Christian non-profit with a focus on community building and hospitality for vulnerable refugees. To learn more, visit www.micahhouse.ca.

Job Synopsis: The Settlement and Outreach Worker oversees the case management of the guests living at Micah House, empowering them with the knowledge, skills, and support needed to successfully adapt to their new community and build a fulfilling life in their new home.

Job Details: 35 hours/week, with occasional evenings and weekends.

Location: The role primarily requires an on-site presence with some remote work flexibility.

Application Deadline: July 19, 2024

Start date: as soon as possible

Term Length: full time, permanent

Reports to: Executive Director

Qualifications:

We are looking for a settlement worker to join our staff team. The successful candidate will have a thorough knowledge of trauma-informed care and bring a demonstrated experience working with people from diverse cultural backgrounds.

Other required or recommended qualifications include:

- Knowledge of the Canadian refugee claimant system
- Knowledge of local community resources and services available to refugees
- Experience in intake and case management with marginalized populations
- Ability to work with individuals from diverse cultural backgrounds
- Excellent communication skills with cultural sensitivity; communication abilities in a second language is an asset
- Ability to multi-task and deal with unexpected crises
- Strong interpersonal and advocacy skills
- Demonstrated ability to work independently and as part of a team
- Strong organizational and administrative skills, with attention to detail
- Willingness to assist with daily household tasks as needed
- Experience/training in crisis-prevention and intervention is an asset



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- Education: Bachelor of Social Work, Arts in Social Sciences, a diploma in Social Services Worker program or other related education
- Commitment to upholding Micah House's mission and values

Key Responsibilities:

Settlement

- Conduct intake, needs assessment and orientation with new guests; prepare house for new arrivals
- Provide case management for each individual or family at Micah House. Conduct regular check-ins with residents to monitor and assist with goal setting.
- Ensure proper information and referrals to community partners (such as medical, legal, community, employment supports, education and government offices)
- Support and accompany residents to appointments when necessary
- Support and educate clients in housing search
- Supervise and encourage on site volunteers
- Prepare and facilitate weekly house meeting
- Administrative duties include responding to phone calls, emails, inquiries, collecting housing contributions, etc.
- Assist in household maintenance including sweeping, cleaning and donation organization
- Assist current and previous guests with settlement responsibilities and applications, including work permits, legal aid, etc.
- Conduct exit interviews with guests
- Assist clients with work permit renewals and permanent resident applications
- Along with management staff, ensure that Micah House guests adhere to the Micah House Guidelines, and appropriate action for breach of conduct is taken, resolve matters that require correction or eviction
- Maintain up to date client files and effective communication with the team
- Attend staff meetings, retreats and training sessions as requested

Outreach

- Coordinate initial resident follow-up upon moving out from Micah House
- Assist past guests in refugee hearing preparation
- Organize social gatherings and seasonal events with volunteers (summer picnic and Christmas party)
- Lead information workshops in the community
- Maintain updated database of past guests including outcome of refugee hearing



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Community Engagement

- Stay up to date on evolving refugee claim system and processes
- Attend bi-monthly Refugee Coalition meetings
- Engage in advocacy and fundraising campaigns for Micah House
- Assist in church and public relations
- Maintain good working relationships with other settlement services in the city

Salary and Benefits: This is a full-time position at 35/hours a week, with a salary of \$39,900. As a full-time employee, after a successful probation period, this role is eligible for the benefits package.

The job offer is contingent upon the successful candidate possessing a clear Vulnerable Sector Check (VSC). Applicants must provide references and evidence of a clear VSC as part of the hiring process.

To Apply: Please send resume and cover letter explaining why you believe you would be a suitable candidate to serve at a Christian-based refugee shelter like Micah House. Please send to: info@micahhouse.ca. Any questions can be sent to Stephanie Schreuders, Executive Director, at the same email.