



PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)

Job Title: Settlement Program Coordinator
Program: Settlement-IRCC
Location: PICS Office--Prince George, BC
Hours: 21 hours/per week
Start Date: April 1st, 2025
End Date: March 31, 2026
Wage: \$24.00 - \$26.00

Job Summary: The Settlement Coordinator provides personalized and group settlement services to immigrant and refugee newcomers. This role includes offering guidance, information, and referrals, organizing workshops and orientations, and connecting clients with community resources to support their adaptation and integration into Canadian society.

Key duties and Responsibilities:

- ensure adherence to PICS' Policy and Procedure Manual and Health and Safety Guidelines;
- develop creative strategies and establish partnerships to recruit and engage newcomers;
- conduct intake processes, eligibility assessments, and in-depth needs assessments for clients;
- provide one-on-one settlement services, including orientation, information, and referrals;
- organize and facilitate workshops, group orientations, and special events at various delivery sites;
- develop, implement, and manage individualized settlement plans with follow-up support.
- assist clients in accessing services through language and cultural interpretation;
- build positive rapport with clients and encourage their engagement with the broader community;
- coordinate with other service providers to create a well-rounded support network for clients.
- maintain and report client data through relevant forms and iCare databases;
- utilize marketing tools to promote activities and disseminate information in alignment with PICS' marketing plans;
- monitor trends, identify potential partnerships, and contribute to strategic goals for immigrant services;
- maintain positive working relationships with colleagues and volunteers; and
- perform additional program-related duties as assigned.

Knowledge, Skills and Abilities:

- strong understanding of multiculturalism, settlement processes, and challenges faced by immigrant and refugee populations;
- knowledge of community resources, social services, and Canadian legal and public policy systems;
- excellent active listening, empathy, and counseling skills;
- proven ability to organize group activities and facilitate orientations;
- strong interpersonal and relationship-building skills;
- crisis intervention and conflict resolution skills;
- advanced computer proficiency in Microsoft Office Suite, Excel, and database systems;
- ability to manage multiple tasks, prioritize, and meet deadlines in a fast-paced, multicultural environment; and
- flexibility to work outside regular hours as needed.

How to Apply: Please submit a resume and cover letter stating salary expectation to PICS HR Department at career@pics.bc.ca. Please use the job title as the email subject.

(PICS is an equal opportunity employer. We thank all who apply, but only applicants selected for an interview will be contacted. No phone calls please.)