

| Job Description |                                                                                                              |
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| Title           | <b>Practical Assistance Worker, Immigrant Services Kingston &amp; Area Newcomer Settlement Program (NSP)</b> |
| Location        | Kingston                                                                                                     |
| Reports to      | Coordinator, Immigrant Services Kingston & Area Newcomer Settlement Program (NSP)                            |
| Position Type   | Full-time (35 hours per week) contract ending December 24, 2024                                              |
| Start Date      | August 2024                                                                                                  |
| Salary          | \$22.52 - \$26.49 per hour                                                                                   |

### Position Summary

As part of a multi-disciplinary team, the Practical Assistance Worker (PAW) assists and advocates for/with newcomers including individuals and families in meeting their practical needs and connecting to and community supports. Focusing on the social determinants of health, the PAW finds solutions that assist clients with their settlement process. The PAW assists clients facing complex barriers to settlement and provides support and access to community resources as needed. This position is rooted in establishing connection between the client and community resources and supports to help address unmet social health needs (e.g., housing, income security, food security, transportation, language acquisition, and social isolation).

| Key Responsibilities  | Detailed Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| Client Care & Support | <ul style="list-style-type: none"> <li>Aid clients in the appropriate application processes and navigating government services and documents to expedite the settlement process.</li> <li>Assist individuals and families in meeting their short-term practical needs.</li> <li>Assist clients to secure resources for housing, medication, cost, personal identification, food, dental, childcare, and other areas as identified.</li> <li>Support landlord-tenant relations.</li> <li>Facilitate application processes with community services.</li> <li>Support social prescribing efforts by making internal and external referrals, connecting clients to organization and community resources, especially group programming.</li> <li>Provide individual support, resources, and referrals to clients.</li> <li>Assist with recruiting volunteers to act as mentor for newcomers.</li> <li>Provide volunteer training and coordination of volunteers.</li> </ul> |
| Program Support       | <ul style="list-style-type: none"> <li>Work as part of a multidisciplinary team to identify the services needed for the clients, utilizing social determinants of health and settlement lenses.</li> <li>Identify community and systemic issues and advocate for complex clients and families.</li> <li>Network with internal and community partners to ensure an optimal continuum of health and social service support for vulnerable people.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



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|                          | <ul style="list-style-type: none"> <li>• Support social prescribing when appropriate</li> <li>• Maintain records and data as required. Routinely compile, enter, and report confidential data at agency and funder's request.</li> <li>• Provide written reports that outlines frequency of issues addressed and number of community members assisted.</li> <li>• Ensure that all necessary reports are completed and submitted to the appropriate sources, meeting set deadlines.</li> <li>• Participate in the planning of program evaluation initiatives.</li> <li>• Promote awareness of and participation in KCHC activities and programs.</li> <li>• Participate as a team member in all team functions; program planning, team meetings case conferences, committees, and staff meetings.</li> </ul> |
| Community Collaborations | <ul style="list-style-type: none"> <li>• Liaise with community partners to ensure the most effective and efficient supports for newcomers within eligibility criteria.</li> <li>• Be fully aware of community partner programs and services to make appropriate referrals.</li> <li>• Engage in community initiatives to mobilized support for newcomers.</li> <li>• Attend and facilitate community events, discussions, planning tables to mobilize support for newcomers.</li> <li>• Utilize social media and effective communication strategies to promote opportunities for collaboration</li> </ul>                                                                                                                                                                                                   |

### Organizational Responsibilities

- Complies with all relevant legislation and KCHC policies, including privacy laws.
- Commits to acquiring an understanding of the importance of trauma responsiveness and the impact of Adverse Childhood Experiences (ACEs)
- Commits to demonstrating an ongoing commitment to Equity, Diversity, Inclusion, Indigenization and Accessibility (EDIIA) by representing the diverse nature of our communities, promoting, and practicing inclusion.
- Supports consistent application and development of KCHC policies and procedures.
- Supports KCHC's student and volunteer placement programs.
- Promotes awareness of and participation in KCHC activities
- Demonstrated commitment to continuous learning and quality improvement.
- On occasion, perform other temporary duties as required.

### Basic Education and Experience Requirements

- College Diploma in social services or related field plus 1-2 years practical experience in community advocacy work OR equivalent experience.
- Proficiency in languages such as French, Persian, Dari, Swahili or Spanish is an asset.
- Thorough knowledge of community resources.
- Awareness of provincial and federal privacy regulations and child protection legislation.
- Well-developed organizational skills and above average attention to detail.

### Competencies

**Organizational Competencies:** Accountability, Client Focus, Collaboration, Continuous Learning

**Position Competencies:** Communications, Problem Solving, Relationship Building, Teamwork, Time Management



### Knowledge, Skills, and Abilities

- Proficiency in the use of computers and relevant software applications (Outlook, Microsoft Word, Excel, etc.).
- Strong interpersonal skills and ability to work well within an interdisciplinary team.
- Ability to function independently and as a team, within scope of practice.
- Sound problem solving, conflict resolution and decision-making skills.
- Strong understanding of the social determinants of health.
- Knowledge of issues affecting marginalized communities and the community resources that provide services and support to marginalized persons.
- Knowledge and understanding of the local health and social service sector, government programs and current legislation that may affect clients.
- Ability to treat all individuals with respect and interact in a tactful and supportive manner while maintaining professional boundaries.
- Demonstrated commitment to continuous learning and quality improvement.
- Strong oral and written communication skills (French Bilingualism or proficiency in another language an asset).
- Well-developed organizational skills and above average attention to detail.
- Proven ability to obtain and maintain trust with community members and agencies.
- Understanding of the Provincial Freedom of Information and Protection of Privacy Act (FIPPA), Health Care Consent Act (HCCA), the Substitute Decisions Act (SDA), and Child and Family Services Act (CFSA).
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Excellent interpersonal, organizational, presentation, and communication skills.
- Must be able to work in a variety of social and physical settings.
- Demonstrated ability to attend work on a regular basis.
- Strong organizational skills and above average attention to detail.

### Other Requirements

- Reliable attendance, ability to meet the physical demands of the position.
- Ability to work some evening and/or weekend shifts.
- Current and satisfactory Criminal and Vulnerable Persons Check
- French, or other second language is an asset.
- Access to reliable vehicle.
- Valid Driver's Licence, Driver's Abstract, and proof of vehicle liability insurance as this is a requirement under KCHC's insurance provider (HIROC).

### Application Instructions

- Please include a cover letter clearly outlining how your skills and experiences correspond with the specific job qualifications along with your resume.
- Save all documents as a single PDF file using your own name (Last, First).
- Email to [hr@kchc.ca](mailto:hr@kchc.ca) citing reference "2024-42-KCHC" in the subject line.
- Applications must be submitted to Human Resources by **August 12, 2024, at 11:59PM.**

**As a registered professional, to abide by and be accountable to the ethics and standards set out by the relevant regulatory body of the profession.**

**All KCHC staff have a duty to understand and follow KCHC policies, uphold high ethical and professional standards, and maintain confidentiality and privacy, using tact and good judgment in all dealings with other staff and clients.**



Kingston Community Health Centres  
Centres de santé communautaire de Kingston

Internal/External Posting: 2024-42-KCHC  
Posting Date: August 1, 2024  
Closing Date: August 12, 2024

**KCHC is an equal opportunity employer, respecting and embracing the needs and diversity of our employees. If you require accommodation to fully participate in the hiring process, please notify Human Resources.**

**KCHC is a proud Living Wage employer!**

**Kingston Community Health Centres, 263 Weller Ave. Kingston ON, K7K 2V4  
[www.KCHC.ca](http://www.KCHC.ca)**