



Internal/External Posting

**SETTLEMENT ADVISOR/INTERPRETER
(Requires English and Arabic Languages and Interpreter Training)
Full-time Permanent**

**Competition No. 2026.05.02
(To apply, see “How to Apply” at bottom)**

POSITION SUMMARY

Reporting to and under the direction of the Manager, Client Settlement Services, the Settlement Advisor/Interpreter will provide direct, front-line assistance to newcomers in their first language. The Settlement Advisor/Interpreter will assess clients' needs, develop an effective settlement plan, act as liaison for client referrals to other professionals, and provide basic and enhanced orientations to clients and partners regarding successful settlement in Canada.

KEY RESPONSIBILITIES

- Provides services to clients in their first language;
- Assesses clients' strengths and conducts Needs & Assets Assessments & Referrals (NAARS)
- Recognizes the diversity of needs and experiences (i.e. immigration category, age, level of education, family make up, special needs, etc.) and recommends the most beneficial settlement plan to the client;
- Works with clients to review and update the progress of their settlement plan on a regular basis and help clients make decisions and choices regarding their settlement in Manitoba in priority order
- Provides information and orientation sessions to clients (individual or in a group setting) on topics necessary for their settlement;
- Makes appropriate referrals to other professionals to attend to clients' needs requiring in-depth or specialized counselling (i.e. psychiatric conditions, marital counselling, etc.) and to internal programs and external services and community resources;
- Liaises with other service providers both internal and external to secure all necessary support to clients;
- Provides ongoing support to all clients based on their needs;
- Builds rapport with clients by displaying empathy. Encourages to fosters independence to participate in relaxing and fun social activities delivered at MIIC;
- Assists privately sponsored refugees (PSRs) post arrival settlement needs by conducting PSR-specific needs assessment and follow ups;
- Liaises with Co-Sponsors to provide advice and tools to best serve their clients' needs;

- Understands and supports clients in family reunification process;
- Assists in obtaining proper documents, forms, applications necessary for settlement process;
- Coordinates client schedules in cooperation with other services providers to ensure all necessary tasks are completed and services provided;
- Advocates on behalf of clients with external institutions;
- Assists in development of orientation and information materials;
- Delivers community outreach activities through info sessions, trainings and workshops to other SPOs and mainstream providers;
- Provides input on programs and services for the purpose of program evaluation and improvement;
- Maintains up-to-date client files, records statistical information and creates statistical reports as required;
- Maintains client confidentiality;
- Attends staff meetings and outside meetings as required;
- In consultation with the Manager, Client Settlement Services, participates in new agency programs, community development and education activities as appropriate;
- Provides Reception Desk coverage if necessary;
- Promotes an inclusive and respectful work environment enforcing a policy of non-discriminatory and non-judgemental services where diversity is welcome;
- All MIIC personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

QUALIFICATIONS

Essential

- Excellent written and oral communication skills in English, and other language(s) as required by the agency based on intake (Preference will be given to Arabic Interpreters);
- Demonstrates an understanding of factors affecting successful client settlement of newcomers;
- Ability to prepare and deliver presentations, orientations, and information sessions for different clients in different settings;
- Excellent knowledge of scope of work of different SPOs in Winnipeg and their referral processes;
- Broad knowledge and connections with local ethno-cultural groups, and communities to support the needs of newcomer clients;
- Experience in Interpretation in different settings;
- Ability to work with victims of sometimes severe persecution;
- Works effectively both independently and as part of a team;
- Demonstrates professional interpersonal skills with co-workers, clients, and public;
- Demonstrates active listening skills;
- Demonstrates effective mediation skills;
- Demonstrates effective organizational and time management skills;

- Is a self-starter and displays initiative;
- Works effectively under pressure with a heavy workload, in fast paced and rapidly changing environment;
- Demonstrates ability to work in a multi-cultural environment;
- Ability to work flexible hours;
- Demonstrates proficiency with computers using Microsoft Office (Word, Excel, PowerPoint), Outlook, databases;
- Clear Criminal Record Check for Vulnerable Sector and Child Abuse Registry Check;
- Valid Driver's License;

Assets

- Working in a not-for-profit environment;
- Working in a unionized environment;
- Multilingual.

EDUCATION/EXPERIENCE

- High School Diploma;
- 3 years of relevant experience in working with newcomers;
- One of the following Interpreter Training: Introduction to Interpretation, Community Interpreter Training, or WRHA Interpreter Training.

COMPENSATION

- Classification II Advisor/Interpreter, \$22.88 per hour.

HOW TO APPLY

Please submit your resume and cover letter that clearly states:

- **Competition Number** (noted at top)
- **Languages spoken**
- **How you meet the qualifications, education and experience criteria**

Email in confidence to:

Human Resources
Manitoba Interfaith Immigration Council Inc.
Email: careers@miic.ca

Deadline: Open until 4:00 PM, May 21, 2026