

Handout 3: Role of a Settlement Worker

The role of a settlement worker is to provide information and referrals to assist newcomers to settle in the province.

Under WelcomeBC programs, there are three types of settlement workers.

1. **Settlement workers** in the Settlement and Integration Program (SIP). Some SIP workers have specialized roles as Guided Pathways Coaches.
2. **Enhanced SWIS workers** in the Enhanced Settlement Workers in the Schools Program (Enhanced SWIS).
3. **Case managers** in the Vulnerable Immigrant Populations Program (VIPPP).

Settlement Workers in SIP

Settlement workers in the SIP program provide direct, front line services to immigrants, refugees and their families, to assist them to navigate and access BC systems to ensure they successfully settle and integrate into BC communities. In BC, SIP settlement workers work primarily in community-based non-governmental agencies.

Settlement Workers in Schools (Enhanced SWIS) Worker

Enhanced SWIS workers provide services to students and their families such as information and orientation on Canadian culture, systems, and BC's education system, particularly regarding school policies and expectations. Services provided by SWIS workers include workshops and group activities on settlement related issues, and client/school liaison to facilitate culturally sensitive communication among school staff, students, and families to foster cross-cultural understanding. Enhanced SWIS programs in some school districts also provide mentoring and leadership development activities, and specialized support for at-risk immigrant youth.

Vulnerable Immigrant Populations Program (VIPP) Case Manager

The role of the VIPP case manager is to work with high-needs and high-risk immigrants that have substantial settlement barriers that limit their ability to integrate. VIPP case managers work with immigrants by providing a coordinated support system across service sectors to deliver a broad suite of individual and group services. VIPP Case Managers work with service users, a team of community service practitioners and, if appropriate, the service user's family to create wrap-around support plans that outline a case managed approach to service delivery.

Settlement Service Limitations

In general, settlement workers do not:

- provide services that require professional accreditation e.g. therapeutic counselling
- fill out or respond to legal documents or intervene in a service user's behalf in legal, tax or immigration matters
- provide workplace-based support, trade or occupation-specific training, supports for immigrants to gain Canadian field specific experience or work with employers to create welcoming work environments or hiring practices
- services that are under the mandate of or funded by another Ministry e.g. Ministry of Education

For more information about settlement services under WelcomeBC, please visit the WelcomeBC website at:

http://www.welcomebc.ca/wbc/service_providers_u/services_programs/inclusive_communities.page