

Working Title Settlement Program Specialist	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Immigration and Multiculturalism/Immigration Policy and Programs/Newcomer Integration
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Present Class	Requested Class
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Dept ID	Cost Centre Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Manager of Settlement and Language, the Settlement Program Specialist works in partnership with community-based service providers, Immigration, Refugees, and Citizenship Canada (IRCC) and other Alberta departments and programs to develop, plan and support the provision of services to enhance the settlement and integration of immigrants in Alberta.

The work of the Settlement Program Specialist contributes to the former Immigration and Multiculturalism’s 2023-2026 Business Plan - Outcome Two: International talent is attracted and retained to support Alberta’s economy and prosperity with the key objective to deliver newcomer programming so international talent can put their skills to work in Alberta, including by ensuring new Albertans have access to language and settlement services. It also contributes to meeting the mandate of the ministry by ensuring newcomers have access to English as a Second Language training and settlement services.

A key responsibility of this position is the management of relationships and conditional grants with delivery partners to ensure that services provided are consistent with grant terms and conditions and within approved funding.

The Specialist will also develop and maintain the administrative systems and processes required for grant funded program delivery and will establish appropriate linkages in the field to maintain awareness of issues and ensure program delivery is responsive to immigrant and refugee needs.

The work is performed within the Alberta Settlement Program and Integration guidelines for immigrant settlement services and department grant policies. The Specialist is required to manage and maintain the working relationship with IRCC and provincial ministries to ensure that settlement funding for immigrants and refugees is not duplicative.

The specialist will prepare briefing materials for department officials as required on matters relating to settlement, integration and immigration as well as researching and preparing briefings on other related matters which may occasionally be required. They will also respond as required to inquiries received from stakeholders and the public via the unit’s mailboxes.

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Specialized knowledge of one or more of the following areas would be considered an asset for the position, and there may be opportunities for suitably qualified and experienced candidates to specialize to a certain extent in these areas within the general Settlement Program Specialist role:

- (a) In-depth research and writing skills, including writing Briefing Notes and Action Request responses and knowledge of the ARTS system
- (b) Data analysis and program evaluation
- (c) Design and implementation of online grant application and stakeholder management systems
- (d) Process improvement and streamlining, for example LEAN methodology
- (e) Stakeholder relations and event planning
- (f) Web design and social media
- (g) Creating and delivering training for stakeholders
- (h) Facilitating meetings and note-taking
- (i) Using, troubleshooting or training other users on the Mobius database system
- (j) The English as a Second/ Additional Language (ESL/ EAL) sector and in particular workplace-related language training

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Prepares and manages grant agreements with non-profit, private and other service providers delivering settlement and integration services for immigrants and refugees and community support services program, to ensure that service provision and funding utilization meets the intended purpose and is consistent with the terms of the grant.

Activities:

- Prepares terms of reference and call for proposals
- Sets up assessment criteria and procedures, establishes and provides orientation to assessment committees, participates in assessment of proposals and makes final recommendation for approved proposals
- Follows up with agencies to clarify information and negotiates changes to proposals to enhance cost effectiveness and service delivery
- Monitors grant services through on-site visits, file audits and review of agency reports to ensure that service delivery and financial management is consistent with the terms of the conditional grant and sound accounting practices and processes invoices for payments
- Provides feedback to agencies to resolve discrepancies, assist in establishing effective administrative systems and to provide orientation for new program requirements
- Prepares reports assessing the performance of community service providers and identifying trends and policy issues

2. Identifies international migrant needs and settlement issues and participates in the planning and coordination of new program initiatives with other governments, departments, and funded agencies.

Activities:

- Establishes and maintains effective partnerships with internal and external stakeholder groups to create awareness of emerging trends, issues and developments impacting services to immigrants

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- Participates on internal and external committees with representatives from other provincial and federal government departments, service providers to exchange information, coordinate services and plan for new initiatives
 - Responds to public speaking requests to provide immigration related information on behalf of the Newcomer Supports branch to a variety of internal and external stakeholders.
 - Analyzes reports and statistical information to identify service gaps, needs and priorities and respond to requests from communities for settlement resources and services from areas throughout Alberta, including areas where Alberta Labour funded agencies are not located.
 - Collaborates with stakeholders and agencies to collect specific information (such as pre-arrival, skilled-worker needs) and report to management.
 - Provides advice, best practices and recommendation to senior management and or other stakeholders for use in making decisions on current and future programs and services.
 - Produces and assists in the development and update of resource materials to support service delivery (e.g. directory and brochure of services, statistical fact sheets)
 - Monitors developments and obtain/evaluate/interpret information on immigration settlement issues within local communities and stakeholder organizations.
 - Undertakes research and analysis on key immigrants and refugee issues in support of the unit's work on settlement and integration.
 - Using applied and theoretical knowledge on the relevant topic areas, the Consultant will assist in the development of strategies to achieve Workforce Strategies Division and departmental strategic objectives in the context of Alberta Labour Business Plan goals.
3. Develops and maintains administrative systems and processes to track program expenditures, to review program activity, statistical and financial reports and to ensure effective administrative control of conditional grants

Activities:

- Tracks financial expenditures and commitments, provides status reports and follows up to resolve variances
 - Reviews agency reports for accuracy and identification of issues and follows up to resolve problems or provide assistance with administrative processes
 - Participates in the development of program Key Performance Indicators and information systems development required to meet program accountability requirements
 - Manages the settlement and integration grants and meets the Alberta government administrative requirements.
 - Evaluate performance outcomes and gaps in service delivery for future program planning.
4. Provides support and serves as a resource to funded agencies, other departments and the public on settlement and integration issues to clarify program policies, resolve problems and identify resources.

Activities:

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- Maintains partnerships with funded agencies to assist in meeting department administrative/accounting requirements and ensure program delivery meets program intent
- Identifies information needs and develop/update resource materials
- Determines the potential development and delivery of settlement sector training and professional development.
- Responds to inquiries and prepares briefing materials for Minister, Deputy Minister, Assistant Deputy Minister .

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

- Grant funding directly impacts a number of agencies and organizations across the province and indirectly impacts the client group served by these agencies. The grant agreements have different levels of complexity based on the types of programs developed by agencies and the coordination required with IRCC and other provincial ministries to ensure that there is no overlap and duplication in services.
- Funded projects will be throughout Alberta to meet different regional and immigrant and refugee needs. Specialist is required to continue with existing and develop new relationships the funded agencies to gather the necessary information on immigrants and refugees to provide for senior management.
- Services delivered by funded agencies are diverse and may include a wide variety of activities to help support the workplace and community integration for immigrants and refugees.
- Stakeholders may include public non-profit agencies, NGOs, ethno-cultural groups, mainstream organizations, professional associations, employers groups and language training providers, municipal, federal and other provincial government departments (e.g. Advanced Education, Community and Social Services, Culture and Tourism, IRCC, etc.)
- Grant funding also directly impacts six funded agencies across the province, providing support services to temporary foreign workers in Edmonton, Calgary (itinerant service to Banff), Brooks, Fort McMurray and Red Deer and Grande Prairie.
- Work requires coordination of services with other provincial and federal government departments
- All employees are responsible and accountable for working in a safe manner that will not put themselves, their co-workers, clients or visitors at risk.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Understanding of provincial government immigration policies, strategies and initiatives
- Understanding of the Settlement and Integration and English as an Second Language Continuum
- Familiarity with the Pan-Canadian Settlement Outcomes
- Familiarity with Helping Immigrants Succeed (Pan-Canadian Settlement Strategy)
- Familiarity with federal government immigration policies, programs and initiatives
- Knowledge of departmental accounting and administrative policies and procedures
- Knowledge of grant management policies

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- Strong oral and written communication skills, including the ability to tailor responses to the needs of different audiences, and familiarity with the requirements of writing briefing notes and Action Request (AR) responses
- Partnership skills to develop and maintain effective relationships with clients and stakeholders
- Knowledge of refugees and immigrant’s needs as well as settlement and integration process
- Understanding of different cultures and how this impacts required services
- Awareness of related community resources for immigrants, particularly employment services and English as a Second Language training
- Consultation and negotiation skills
- Team work, decision making and collaborative skills
- Flexible, creative, able to deal with continuing change
- Proficiency in Microsoft Office, including Word, Outlook, Excel, and PowerPoint and where applicable, data management software

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Contacts will primarily be with:

- Other Settlement Program Specialists and the Settlement and Language Manager – daily
- Labour staff - weekly
- Federal Government staff – monthly
- Other Government of Alberta staff – bi-monthly
- Stakeholders – weekly/bi-monthly

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

_____	_____	_____
Name	Signature	Date

Manager

_____	_____	_____
Name	Signature	Date

Division Director/ADM

_____	_____	_____
Name	Signature	Date