

Job Title **Client Care Facilitator**  
Reporting to: Client Care Manager  
Term: Date – March 31, 2025

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#### Who WE are...

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Since 1998, Global Gathering Place (GGP) has remained dedicated to helping refugees and immigrants integrate and thrive in Canada. By delivering critical services, English classes, and a full calendar of programs, we work hard in service of our vision: A society where newcomers to Canada are fully engaged and valued.

As GGP has grown from a grassroots group to a non-profit leader in the settlement sector, we continue to pride ourselves on personalized, client-centred service. We know our clients; we understand their needs, their fears, and their goals. No one is ever a number at GGP.

Our organizational culture centres around collaboration and each staff member wears many different hats. We work together across departments and in partnership with diverse community partners. We offer guidance for making local services more inclusive and accessible and advocate for what we know to be true: that immigrants and refugees, when given the opportunity, make valuable contributions to all aspects of Canadian society.

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#### Who YOU are...

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You strongly believe in diversity, and respect for people, and have a passion for helping others thrive and succeed. You value and are committed to equality, and respect, and you love learning about people and their cultures. You are at your best when you surround yourself with other committed individuals and you do your best work when you collaborate and work WITH others. You are goal-oriented, tenacious, and creative when it comes to problem-solving.

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#### What is a Client Care Facilitator...

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The Client Care Facilitator welcomes immigrants and refugees by providing support through connecting them with the resources needed to settle in Saskatoon and integrate and thrive in Canadian society. The Client Care Facilitator will provide direct support to refugees by working collaboratively with providers and the community, the primary responsibility is to provide case management services to meet health and other needs. Such clients may be facing an acute crisis and or require assistance to navigate health services.

This Facilitator will also build and maintain productive working relationships with GGP clients, staff, and volunteers.

- Identifies clients' short and long-term goals.
- Refers the client to relevant community and settlement programs (internal and external).
- Arranges appointments and interpretation services.
- Accompanies clients to appointments as needed.
- Develops, designs, and maintains a list of general programs & activity supports for newcomers.

- Documents each client session, evaluates client progress, and re-assesses client needs according to a pre-defined schedule.
- Prepares progress reports.
- Prepares monthly reports of activities and outreach contacts.
- Develops and cultivates relationships and partnerships with the community (builds capacity).
- Performs other duties as required.

Secondary responsibilities are:

- Participates in organization and team staff meetings as well as other required meetings.
- Upholds GGP's vision and values.
- Follows all GGP procedures and protocols.
- Works well with others in a team and client environment.
- Helps other team members as needed, as all teams are expected to work cross-functionally.
- Be able to work flexible hours when needed and adapt to changing work schedules.
- Be reliable and punctual.
- Be willing and able to be mentored, and participate in training and other professional development opportunities, especially deemed relevant to the position.

Do YOU have the education, skills, and competencies...?

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- A University degree in the humanities, social sciences, or related discipline.
- Minimum of 3 years working in a related area. Experience in program and/or community development, coordination and/or liaising is an asset.
- Experience working with refugees is an asset.
- The ability to speak Dari, Farsi, Pashto, Arabic, Tigrinya, Somali, Swahili, or Ukrainian is an asset.
- A Class 5 Driver's license and a reliable vehicle are required.
- Experience and commitment to promoting environments where diversity in background, thought and practice is welcomed and valued.
- A clean Criminal Record with a Vulnerable Sector Check

NOTE: The above job description reflects management's assignment of the most essential functions of the job classification. It does not prescribe or restrict the tasks that may be assigned nor is it intended to be an exhaustive list of all responsibilities and activities required of the position.