

June 2026



JOB Description

Settlement Counsellor

The Settlement Counsellor works to create inclusive spaces for all newcomers, helping them overcome settlement challenges and fostering their successful integration into Canadian communities. The position emphasizes teamwork, needs assessment, action planning, advocacy, and youth focused initiatives.

Burnaby Neighbourhood House is a non-profit organization, offering a wide range of supportive programs and services that address the diverse needs of local residents. Located on the traditional, unceded territories of the Coast Salish Nations, we are a volunteer driven community-funded agency with a unique focus on neighbours supporting neighbours.

Burnaby Neighbourhood House is a multi service agency, seeks an experienced Settlement Counsellor to fulfill a range of services and support to newcomer immigrants and refugees in Canada.

General Duties and Responsibilities:

- Facilitate community connection and belonging for newcomers
- Conduct ongoing needs/assets assessments and develop individualized action plans
- Provide settlement orientation and deliver relevant workshops
- Address barriers like language and transportation via resource referrals
- Promote programs through social media and community outreach
- Collaborate with service providers and participate in sectoral meetings
- Maintain accurate records in client databases like iCARE, and CARMIS

Qualifications:

- Degree or diploma in social services, counseling, or equivalent experience (minimum 3 years)
- Experience in settlement services, case management, and program facilitation
- Experience with multicultural environments and trauma-informed practices
- Personal and professional experience in migration, settlement, and integration processes
- Knowledge and commitment to the JEDI principles, and anti-oppression frameworks in all aspects of the role
- Strong communication skills (written and verbal), including fluency in English and an additional language.
- Experience in project management, administration, and volunteer coordination
- Proficiency in client databases, Microsoft Office, iCARE, and CARMIS
- Familiarity with non-profit/community agencies and settlement-related resources
- Current satisfactory Criminal Records Check and Standard First Aid certification

Skills, Abilities and Core Attributes:

- Strong organizational skills, with the ability to prioritize and manage time effectively
- Proven problem-solving and conflict-resolution abilities
- Cultural competence and the ability to navigate multicultural and multilingual environments
- Knowledge of settlement processes and the ability to advocate for the newcomers' inclusion
- Passion for creating safe spaces and fostering a sense of belonging for newcomers
- Support the IRCC vision based on the CORE Principles of: Clients-Centered: Outcomes-Driven: Responsive to Needs: and Effective Use of Resources
- Arabic language skills (reading, writing, speaking) is considered an asset

Location: South House, with flexibility to work at other locations as required

Accountability: This position reports to the Senior Coordinator.

Hours & Pay Rate: \$25.26 to \$26.79 per hour, full-time (35 hours per week), plus enrollment in a benefits package following probationary period. This is a contract position until March 31, 2028, subject to funding.

Start Date: June 29, 2026

Deadline: June 23, 2026 or until the position is filled

To apply please email cover letter and resume to: simoneg@burnabynh.ca

Thank you for your interest in this position, however, only short-listed candidates will be contacted.

No phone calls please