



# Multicultural Liaison Support Worker (MLSW)

(Under JJEC Review)

[Position](#) | [Qualifications](#)

## OVERVIEW

Reporting to the District Principal for Multilingual Learners, or delegate, the MLSW facilitates and assists with initial registration and orientation of newcomer students to the Greater Victoria School District. Through needs assessment and systematic outreach they build bridges, establish relationships, and provide transitional support to students in schools.

## POSITION DESCRIPTION Multicultural Liaison Support Worker

### MLSW – 1

Facilitates and assist with registration and school orientation for new students and families.

### MLSW – 2

Facilitate and assist with school transition and related activities within a classroom environment in collaboration with school personnel.

### MLSW – 3

Assists with communication between home and school, including translation supports, and acts as a liaison amongst community partners and district and school staff, including teachers, administrators, support staff, students and parents.

### MLSW – 4

Assist newcomer students to understand and derive the maximum benefit from the school system and to help parents and guardians to understand the school system, their responsibilities and how to participate in the education of their children.

**MLSW – 5**

Facilitates cross-cultural understanding and practices when required between home and school. This can include providing schools with information on various cultural needs and/or assisting families with understanding or expectations within a public school setting.

**MLSW – 6**

Participates in school activities involving multilingual learner students.

**MLSW – 7**

Facilitates after school activities for multilingual learner students.

**MLSW – 8**

Acts as a role model within the context of their culture, school and community; assists in building student self-esteem.

**MLSW – 9**

Maintains ongoing records and daily work log.

**MLSW – 10**

Identify and access cultural resources and support services both in the school district and through local community agencies.

**MLSW – 11**

Performs other related duties as time permits and/or assigned as required.

**QUALIFICATIONS FORM**  
**Job Title**

<b>EDUCATION</b>	<b>TECHNICAL REQUIREMENTS</b>
	Grade 12 or equivalent  2 year Diploma in Community, Family and Child Studies or two years of post- secondary social sciences or equivalent.

<b>EXPERIENCE</b>	<p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>2 years' experience working in a culturally-diverse setting incorporating experience working with immigrants and refugees, school aged children and their families; including experience in program planning</p>
<b>KNOWLEDGE</b>	<p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>Sound knowledge of community and school resources available to immigrant and newcomer students</p> <p>Working knowledge curriculum, and general policies, procedures of Greater Victoria School District.</p> <p>Knowledge and understanding of the challenges involved in cultural adaptation in an educational setting, and of the immigrant experience related to settlements.</p> <p>Sound knowledge of cultural awareness, trauma informed practice and integration issues.</p>
<b>SKILLS AND ABILITIES</b>	<p><b><i>JOB SPECIFIC REQUIREMENTS</i></b></p> <p>Ability to operate computer programs-including email, MS Word and Excel</p> <p>Ability to maintain records and student files</p> <p>Ability to work with and support families in the integration of the school community</p> <p>Ability to communicate and foster positive relationships with district staff and community agencies</p> <p>High level of fluency in English</p> <p>Fluency in multiple languages other than English (Spanish preferred, Mandarin, Arabic, Tagalog, French, Ukrainian, Russian)</p> <p><b><i>INTERPERSONAL REQUIREMENTS</i></b></p>

	<p>Ability to work well independently and as a team member</p> <p>Ability to prioritize work in a busy environment under pressure and with multiple demands</p> <p>Ability to maintain confidentiality of sensitive information seen or heard</p> <p>Effective written and oral communication skills and the ability to request and convey information in a professional manner</p> <p>Ability to work effectively with a variety of parents, children, volunteers, professionals and community members and people from diverse cultural backgrounds</p> <p>Demonstrated ability to build and maintain partnerships</p> <p><b><i>PROBLEM SOLVING REQUIREMENTS</i></b></p> <p>Ability to prioritize work in a busy environment often under pressure and multiple demands</p> <p>Ability to determine and select an appropriate course of action within established methods, procedures and policies</p> <p>Organizational Skills</p> <p>Ability of prioritize workload and manage time appropriately</p> <p>Ability to document and summarize information/data in an accurate manner</p>
<b>WORKING CONDITIONS</b>	<p><b><i>OCCUPATIONAL REQUIREMENTS</i></b></p> <p>Valid driver's license with proper insurance to transport students to various schools and community services as required.</p> <p>Able to lift up to 18 kg and operate related equipment.</p> <p>Able to perform related physical and mental activities.</p>

Created: August 2023