

Settlement Worker, Roma Program

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

This position provides settlement services to Roma families and youth. The successful candidate will outreach locally; work with individuals; facilitate workshops, information sessions and groups; work with volunteers; and engage in a community development and collaborative activities that address issues faced by Roma newcomers.

Responsibilities:

- Delivers settlement services to immigrants and refugees, which include intake, assessment, information and referral, case management informal counselling as appropriate and individual advocacy, follow up and documentation;
- Develops and facilitates community engagement as well as settlement and education activities and materials, that respond to the changing needs of Roma immigrants and refugees in our community;
- Facilitates access to and the acquisition of English as a Second Language (ESL); knowledge of settlement processes; and skill development by working directly with clients, partnering with other organizations/institutions and engaging local resources such as volunteers, businesses etc;
- Maintains and expands the Roma newcomer client base (especially reaching those who are new to or isolated within our catchment area) via a) developing and disseminating outreach materials, b) partnering with other agencies to reach out to and deliver effective programming for the Roma community, c) participating in community networks, and d) public education and advocacy related to the Roma community;
- Plans and facilitates workshops relevant to newcomers and those who work with them in our area, including needs assessment, outreach, recruiting and supporting presenters, and evaluation;
- Represents the program on appropriate forums (e.g. community networks, planning sessions, consultations), collaborates with other agencies and community groups to co-ordinate services, and tracks issues and opportunities related to Roma immigration/ settlement and refugee issues;
- Maintains client records, collects data and compiles various statistics and records. Contributes to the production of various reports, grant proposals and funding applications as required by funders or unit staff including active involvement in the evaluation component of this program;
- Participates as a team member in the delivery of the Settlement Services program (e.g. program planning and evaluation, co-ordination and delivery of program events, community development, advocacy, hiring and training of new staff, supporting students, research activities, etc.) and takes a lead role in assuring the smooth day to day functioning of the NSP funded activities related to the Roma community;
- Contributes to House wide committees, events, joint initiatives and activities and other related duties as required in supporting the goals and objectives of West Neighbourhood House.

Internal Job Posting

Qualifications:

- Bachelor degree or social work vocational diploma and at least two years of relevant experience, preferably in a community based, settlement environment that works with a wide range of newcomers, immigrants and refugees
- Familiarity with the settlement issues and systemic barriers newcomers – especially those who are Roma -face in a Canadian urban setting
- Specific knowledge Roma immigrant and refugee communities and their needs and services,
- Knowledge is required of a range of governmental and non-governmental services, supports, and resources that may be useful for newcomers in their settlement process and that affect their quality of life (e.g. housing, employment, social assistance, health care, educational upgrading, and legal status)
- Skills in needs assessment, intake, informal counselling, referral and information, case coordination and case documentation
- Strong skills in group work, workshop facilitation, community development, advocacy and working with volunteers
- Experience in developing outreach and program promotion materials as well as materials that could be used by groups, program participants or volunteers
- Strong skills and experience in outreach and working collaboratively with other agencies
- The position requires strong interpersonal and cross cultural communication skills which will be used in all aspects of the job, (i.e. client relations and service, outreach, group work, supporting volunteers and community work)
- Strong, accurate documentation and data collection skills, including the ability to use a database, spreadsheet and word processing software in a Windows environment,
- Experience in program evaluation,
- Proven ability to work as a team member and to participate effectively in program development, implementation, delivery and evaluation
- Strong communication and problem solving skills
- Ability to work some evenings and weekends
- TESL certification or experience in education/teaching is an asset
- **Oral and written fluency English as well Hungarian and/or Roma required.**

Status:	Temporary Contract (6 Months)
Start Date:	ASAP
Hours:	35 per week (evenings and occasional Saturdays required)
Rate:	\$25.50 per hour
Unit:	Newcomer & Family Programs
Immediate Supervisor:	Coordinator, Immigrant & Refugee Services
Posting Date:	December 21, 2018
Closing Date:	January 2, 2019
Note:	West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Internal Job Posting

Please send resumes by 5:00 pm on the closing date to:

Coordinator, Immigrant & Refugee Services
1497 Queen St. W. (Unit 103)
Toronto, ON
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