

### Newcomer Youth Settlement Worker

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.

Working as a member of a team, the Newcomer Youth Settlement Worker facilitates cross cultural sharing, skill acquisition, integration, and settlement by working with both newcomer youth (13-24) and a range of volunteers.

#### Responsibilities:

- Perform digital marketing and outreach via social media, phone, email to recruit Newcomer Youth ensuring that participants are eligible for Newcomer Youth Program services. (Permanent Residence, Conventional Refugees, Ministers Permit, GARS)
- Working largely with volunteer mentors, set up, support and monitor a range of group-based educational and social recreational activities and mentorships for newcomer youth (13-24).
- Participate in recruiting, training and orienting volunteers, matching newcomer youth to appropriate volunteers, as well as provide ongoing support to volunteers.
- Provide information and referral services, individual supports, group activities and youth leadership development as appropriate at a variety of locations including online and in the community.
- Maintain and expand client base through outreach and program promotion with other organizations and networks. Also develop and distribute program materials online and in a variety of settings in the catchment area.
- Conduct program promotion sessions to recruit volunteers and to promote public awareness of the program and the settlement issues faced by youth.
- Maintain up to date knowledge of community resources and initiatives, especially related to settlement, drug prevention/use, housing, social assistance, employment, education, healthy sexuality, and recreation.
- Represent the program and West Neighbourhood House as appropriate with parents, community groups and networks, local schools, community groups, program partnerships service coordination and community development initiatives.
- Encourage and promote the involvement of participants in program planning and evaluation.
- Participate in program and activity planning and in the development and distribution of digital program evaluations assessing the needs of newcomer youth clients
- Knowledge of the iCARE Reporting System and Microsoft Excel an asset in order to track activities as required by the funder. Report trends and provides accurate reporting to team leader, program coordinator and West Neighbourhood House.
- Communicate well and work effectively as a member of the Newcomer Youth Program team, program coordinator and the larger Immigrant and Refugee Services Program team and the Children and Youth team.
- Participate as a member of the House, including in-House committees, initiatives and activities as required; develop cross-program initiatives, especially in youth programming; provide other related functions as required.

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West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

## Internal Job Posting

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### Qualifications:

- Post-secondary education preferably in a settlement related field and/or at least two years of relevant experience.
- Previous relevant experience in youth services and settlement services is required.
- **Oral and written fluency in English as well as a second language relevant to the community we serve is required.**
- Specific knowledge of newcomer, immigrant and refugee youth and their respective needs and services.
- Strong knowledge of and experience in youth services, including innovative and creative approaches to both attract youth of different communities and to deliver effective programming.
- Experience providing information and referral, individual supports, group work, supporting volunteers, and program promotion.
- Experience working with content management and other digital marketing systems. Has the skills to develop creative and relatable messaging suited to various digital channels
- Strong knowledge of social media (Facebook and Instagram) metrics, algorithms and best practices is required.
- Knowledge of and experience working within an anti-oppression framework.
- Familiarity with issues and barriers newcomer youth face in a Canadian urban setting.
- Knowledge of government, community, and professional resources and support available for immigrants and refugees.
- Strong cross-cultural communication, interpersonal communication and relationship building skills in working with participants, volunteers, community organizations, partner agencies and the community at large.
- Strong ability to work effectively as a team member and be accountable.
- Proven skills in building and maintaining client relations and resolving of issues through action planning and follow up.
- Ability to complete tasks in a timely manner.
- Ability to use database, spreadsheet and word processing software in a Windows environment and knowledge of the iCARE system an asset
- Ability to work evenings regularly and weekends on ad hoc basis.

<b>Status:</b>	Permanent Full-Time
<b>Start Date:</b>	As soon as possible
<b>Hours:</b>	28 hours per week (including evenings and weekends)
<b>Rate:</b>	\$24.82 per hour
<b>Unit:</b>	Newcomer and Family Programs
<b>Immediate Supervisor:</b>	Coordinator, Immigrant and Refugee Services
<b>Posting Date:</b>	September 11, 2020
<b>Closing Date:</b>	September 18, 2020
<b>Note:</b>	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.

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**Please reply in writing by 5:00 p.m. on the closing date to:**

Coordinator, Immigrant and Refugee Services  
588 Queen St. W.  
Toronto, ON  
M6J 1E3  
[janitr@westnh.org](mailto:janitr@westnh.org)