

External Job Posting

Newcomer Youth Settlement Worker (Contract)

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.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Perform digital and in-person outreach via social media, phone, email, in schools, at other community organizations and other public spaces to recruit Newcomer Youth ensuring that participants are eligible for Newcomer Youth Program services (including, Permanent Residents, Convention Refugees, Ministers Permit, GARS).
- Working largely with volunteer mentors, set up, support, facilitate, and monitor a range of online and in-person group-based educational and social recreational activities and mentorships for newcomer youth (13-24).
- Working one-on-one with newcomer youth to support their settlement needs including in the areas of education, employment, mental health & wellness, financial supports, among others.
- 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.

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- 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, development and the evaluation of all aspects of program delivery as appropriate.
- Knowledge of 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 Immigrant and Refugee Services Program team and the larger Community Programs and Social Change Unit.
- 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.

Qualifications:

- Post-secondary education preferably in a settlement related field and/or at least one year 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.
- Strong knowledge of social media (Facebook and Instagram) metrics, algorithms and best practices is required.
- Experience and comfortable facilitating group activities/sessions and workshops for newcomer youth online and in-person.
- 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.

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- 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 Reporting System is an asset.
- Ability to work evenings regularly and weekends on ad hoc basis.

Status: 1 -year Maternity Leave Contract (CUPE Local 3393 Bargaining Unit Position)
Start Date: August 5, 2025
Hours: 35 hours per week (including evenings and weekends)
Rate: \$26.95 per hour
Unit: Community Programs and Social Change
Immediate Supervisor: Coordinator, Immigrant and Refugee Services
Posting Date: July 3, 2025
Closing Date: July 17, 2025

Please submit your cover letter and resume clearing indicating “Newcomer Youth Settlement Worker Contract” by 5:00 p.m. on the closing date to:

Hiring Committee
jobs@westnh.org