

Internal Job Posting

Settlement Worker, Mobile Settlement Services in Shelters 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.

The Settlement Worker, Mobile Settlement Services in Shelters Program, provides information and referral access to Settlement Services for homeless/under-housed immigrants, permanent residents, and convention refugees as well as newcomer women who are displaced due to violence, human trafficking and/or sponsorship breakdowns, mental health and addiction issues in a range of shelters and drop-ins in order to access a range of settlement related services. These services include LINC programs, employment supports as well as other services that will help develop achievable settlement plans. The Settlement Worker focuses on reducing the barriers to legal, health, social assistance, and employment.

West Neighbourhood House is actively seeking 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:

- Identify and reach out to homeless and under-housed immigrants, permanent residents, and refugees, including reviewing, developing, and implementing outreach strategies
- Provide information, orientation, needs and asset assessments, referrals, and one-on-one supports to clients regarding settlement services, legal services, interpretation supports, shelter navigation, housing, financial supports, health, and employment
- Resolve issues or crises as they arise
- Provide settlement related group workshops
- Establish and maintain strong working relationships with staff in partner agencies, i.e., shelters, homeless drop-ins, and other service providers to facilitate improved access to services for clients
- Provide case *management and* coordination services to clients, often in collaboration with partner agencies, to ensure holistic and effective settlement plans are in place
- Represent the project at community meetings and networks, as appropriate
- Maintain current knowledge of referral agencies and services
- Accurately track and compile various statistics and records specifically *AlayaCare client data system and in the iCARE portal of IRCC*
- Ensure client eligibility as per Immigration, Refugees and Citizenship Canada (IRCC) requirements.
- Assist with the preparation of reports, grant proposals and funding applications

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

A United Way Member Agency

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- Participate as team member of the Immigration and Refugee Services Program and assist with program planning initiatives as well as provide other related assistance as required
- Prepare written assessments and gather valuable client data, often in conjunction with other professionals
- Participate as a member of the House, including in-House committees, initiatives and activities as required; developing cross-program initiatives; providing other related functions as required.

Qualifications:

- Bachelor's degree in social work or in a relevant field
- 2-year experience in serving marginalized communities specifically immigrants and refugees and homeless/under-housed people
- Strong knowledge of settlement processes, the settlement sector, and of community resources and services
- Strong ability to provide information, referrals and supports
- Ability to outreach to homeless and under-housed newcomers in wide range of settings including shelters and drop-ins
- Knowledge of government, community, and professional resources and support available for immigrants and refugees
- Ability to plan and implement program activities, prepare promotional materials and advocate on behalf of clients
- Understanding of life skills coaching, crisis intervention and group facilitation
- Knowledge of and experience working within an anti-oppression framework
- Strong interpersonal and communication skills
- Excellent teamwork and collaborative skills
- Ability to use database, spreadsheet and word processing software in a Windows environment and knowledge of the iCARE Reporting System an asset
- **Oral and written fluency in English as well as a second language is required**
- Ability to work a flexible schedule

Status: Full-time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date: As soon as possible
Hours: 35 per week
Rate: \$28.14 per hour as of April 1, 2024 (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit: Community Programs and Social Change
Immediate Supervisor: Coordinator, Immigrant and Refugee Services
Posting Date: March 12, 2024
Closing Date: March 19, 2024

Please send your cover letter and resume by 5:00 pm on the closing date to:

Hiring Committee
janitr@westnh.org