

Settlement Worker, Newcomer Settlement 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, Newcomer Settlement Program, provides information, orientation, and referral access to settlement services for immigrants, newcomers, and refugees, that address needs in the areas of employment, health and mental health, housing, income supports, language assessment and training, childcare, education, and others. Delivery will include one-to-one and group services. Key features of service delivery are working with the client to develop a settlement plan and referrals to other community and government services.

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:

- Provide information, orientation, needs assessments, referrals, and one-on-one supports to clients regarding settlement services, legal services, interpretation supports, systems navigation, housing, financial supports, health, education, and employment
- Provide assistance with settlement related issues, including facilitation of service access through form filling, interpretation/translation, and client advocacy
- Work with immigrants and refugees to prepare a settlement plan
- Identify and reach out to immigrants and refugees, including reviewing, developing, and implementing outreach strategies
- Resolve issues or crises as they arise
- Provide settlement related group workshops
- Establish and maintain strong working relationships with staff in partner agencies 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 using *AlayaCare client data system*

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

External Job Posting

- Ensure client eligibility as per Ministry of Labour, Immigration, Training and Skills Development requirements
- Assist with the preparation of reports, grant proposals and funding applications
- Participate as team member of the Immigrant 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 years' experience in serving marginalized communities specifically immigrants and refugees
- 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 newcomers in wide range of settings including with other community agencies and stakeholders
- 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
- Experience in 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 client data systems
- **Oral and written fluency in English as well as a second language is required**
- Ability to work a flexible schedule

Status:	Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Start Date:	May 1, 2024
Hours:	26 per week
Rate:	\$28.14 per hour (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:	April 9, 2024
Closing Date:	April 23, 2024

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

Hiring Committee
jobs@westnh.org