

Settlement Worker to Support 2SLGBTQIA Asylum Claimants

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, to support Asylum Claimants, provides information, orientation, and referral access to Settlement Services for refugee claimants and asylum seekers in homeless shelters and drop-ins, places of worship in order to access a range of settlement related services. We are prioritizing candidates who have experience in working with claimants who identify as 2SLGBTQIA plus. 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, housing, 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, as a priority, to homeless and under-housed refugee claimants who identify as 2SLGBTQIA, and asylum seekers, including reviewing, developing, and implementing outreach strategies
- Provide information, orientation, needs assessments, referrals, and one-on-one supports to clients regarding settlement services, legal services, interpretation supports, shelter navigation, housing, financial supports, health, and employment
- Support clients in developing a settlement plan
- 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, places of worship 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

External Job Posting

- Accurately track and compile various statistics and records specifically on *AlayaCare client data system*
- 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 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, refugee claimants, asylum seekers and homeless/under-housed people
- Strong knowledge of settlement processes with 2SLGBTQIA newcomers, and appropriate organizations is an asset.
- Lived experience as someone who identifies as 2SLGBTQIA as an asset.
- 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
- **Oral and written fluency in English as well as a second language relevant to the communities served is required. This may include, Amharic, Swahili, Yoruba, Somali, Twi, French)**
- Ability to work a flexible schedule

Status:	Full-time Contract until December 2024
Start Date:	ASAP
Hours:	35 per week
Rate:	\$26.87 per hour
Unit:	Community Programs and Social Change
Immediate Supervisor:	Coordinator, Immigrant and Refugee Services
Posting Date:	February 6, 2024

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

Closing Date: February 13, 2024

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

Hiring Committee
588 Queen St. W.
Toronto, Ontario
M6J 1E3
jobs@westnh.org