

Newcomer Training and Education Navigator

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 Training and Education Navigator will work together with the Immigrant & Refugee Services Program to support newcomers to address their individual education and training needs to access the labour market. The Training and Education Navigator will ensure that clients have access to timely, accurate and useful information to help them make informed and realistic decisions about their education and training. Support will be provided through a combination of workshops and one-to-one supports.

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:

- Create and deliver workshops and orientation sessions (virtual and in-person) to address the education and training needs of newcomers to Canada (e.g., overview of job training programs, grants, bursaries, and scholarships, understanding the Ontario post-secondary system, micro-credentials, credential recognition, bridging programs, apprenticeships, volunteering, etc.)
- Recruit guest-speakers to present on similar topics
- Work one-to-one with newcomers that are eligible for Newcomer Programs (Permanent Residents, Convention Refugees, Ministers Permit, GARS, Ukrainian Nationals under CUAET) to develop individual training and education plans and assist them in the pathways to reach their educational and training goals and aspirations
- Support newcomers to access (and finance) educational opportunities
- Research and compile employment and education-related information for newcomers, internationally trained professionals, and other clients
- Refer newcomers to other organizations and supports as needed
- Liaise with local community organizations, training institutes and post-secondary institutions to ensure that information is up to date
- Initiate and participate in outreach/promotion activities as required to raise awareness about programs and services available

External Job Posting

- Assist in preparation and design of new flyers and other marketing materials for information sessions and events
- Maintain accurate case notes and statistics
- Report trends and provide accurate reporting using the iCARE portal of IRCC, and to program coordinators and West Neighbourhood House
- Participate in program and activity planning, development, and the evaluation of all aspects of program delivery as appropriate.
- Communicate well and work effectively as a member of the Immigrant & Refugee Services Program team, program coordinator and the larger Newcomer & Family Programs Unit.
- Represent the program and West Neighbourhood House as appropriate with community groups and networks, and program partnerships for service coordination

Qualifications:

- Relevant post-secondary education in a related field or a minimum of two (2) year of work experience in the settlement sector and providing education/training services to newcomers
- Current knowledge of the breadth of training and education programs available in Ontario
- Demonstrated facilitation experience virtually and in person – with experience facilitating to newcomers from different backgrounds, age groups, or CLB levels
- Specific knowledge of newcomer, immigrant and refugees and their respective needs and services
- Experience providing information and referral, individual supports, group work, and program promotion/outreach.
- Experience in coordinating guest speaker sessions and special events
- Flexible, self-motivated, ability to multi-task and to meet the deadline
- Ability to work co-operatively as a member of a team
- Excellent communication (verbal and written), interpersonal and leadership skills
- Strong internet research skills
- Good presentation, problem solving, organizational and project management skills
- Demonstrated experience in dealing with multicultural and disability issues
- Knowledge of and experience working within an anti-oppression framework
- 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.
- **Proficiency in a second language is required**

Status:	Permanent Full-Time (Bargaining Unit Position)
Start Date:	As soon as possible
Hours:	35 hours per week
Rate:	\$26.87 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:	Family and Newcomer Programs
Immediate Supervisor:	Coordinator, Immigrant and Refugee Services
Posting Date:	March 16, 2023
Closing Date:	March 30, 2023

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

Please submit your cover letter and resume by 5:00 p.m. on the closing date to:

Hiring Committee
jobs@westnh.org

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A United Way Member Agency
