

Internal Job Posting

Newcomer Youth Mental Health Settlement Worker

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 Mental Health Settlement Worker facilitates cross cultural sharing, skill acquisition, integration and settlement by working with newcomers, including newcomer youth (13-24) to support them in navigating through mental health and wellness challenges.

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 individual and group activity sessions (including workshops) via online and in-person to eligible Newcomers and Newcomer Youth to support their mental health and wellness needs and challenges.
- Conduct outreach via social media, phone, email to recruit newcomers ensuring that participants are eligible for Newcomer services (Permanent Residence, Conventional Refugees, Ministers Permit, GARS).
- Provide referrals to other specialized mental health services and community-based programs to meet the needs of newcomer clients.
- 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 promote public awareness of the program and the mental health and settlement issues faced by newcomers and newcomer youth.
- Maintain up to date knowledge of community resources and initiatives for the purposes of referral and partnership development, especially related to mental health, settlement, drug prevention/use, housing, social assistance, employment, education, physical health, and recreation.
- Develop best practices in the form of a tool kit on mental health and wellness supports for newcomers.

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

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- 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.
- Report trends and provides accurate reporting to the program coordinator and West Neighbourhood House.
- Communicate well and work effectively as a member of the Immigrant and Refugee Services Program team, program coordinator and the large 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, counselling, Social Work and/or at least two years of relevant experience.
- Previous experience providing individual and group mental health support or counselling to newcomer youth.
- Previous relevant experience in newcomer 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 issues and their respective needs and services.
- Strong knowledge of and experience in newcomer 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, and program promotion.
- Knowledge of and experience working within an anti-oppression framework.
- Familiarity with issues and barriers newcomers 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.
- Proven skills in building and maintaining client relations and resolving of issues through action planning and follow up.
- Strong knowledge of social media (Facebook and Instagram) metrics, algorithms and best practices is required.
- 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.

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- Ability to work evenings regularly and weekends on ad hoc basis.

Status: Permanent Full-Time (CUPE Local 3393 Bargaining Unit Position)
Start Date: January 06, 2025
Hours: 35 hours per week including regular evening and weekend work
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: November 22, 2024
Closing Date: November 29, 2024
Note: West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

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

Coordinator, Immigrant and Refugee Services
1497 Queen St. W
Toronto, ON
M6R 1A3
janitr@westnh.org