

Internal Job Posting

Newcomer Youth Settlement Outreach 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 Settlement Outreach Worker facilitates cross cultural sharing, skill acquisition, integration, and settlement by working with newcomer youth (13-24) and a range of volunteers.

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:

- Conduct outreach via social media, email and other internet-based platforms to recruit newcomer youth, ensuring that participants are eligible for Newcomer Programs (Permanent Residence, Conventional Refugees, Ministers Permit, GARS)
- Maintain and ensure active presence of existing social media channels and support the Newcomer Youth Programs' posting online group activities and resources for newcomers
- Maintain and expand client base through online outreach and program promotion with other organizations and networks. Also develop and distribute program materials online and in a variety of settings
- Develop promotional materials, growth strategies, original visual content, and content for Newcomer Youth Program's social media channels
- Maintain up to date knowledge of community resources and initiatives, especially related to settlement, drug prevention/use, housing, social assistance, employment, education, health, and recreation
- Participate in the development and distribution of digital program evaluations assessing the needs of newcomer youth clients
- Support the provision of individual supports, group activities and newcomer leadership development as appropriate at a variety of locations in the community and virtually
- Participate in program and activity planning and development of various aspects of program delivery as appropriate
- Develop best practices in the form of a tool kit on digital programming/outreach for newcomer youth
- 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
- Report trends and provide accurate reporting to program coordinator and West Neighbourhood House

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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- Communicate well and work effectively as a member of the Immigrant and Refugee Services Program, program coordinator and the larger Family & Newcomer Programs team

Qualifications:

- Post-secondary education preferably in a settlement related field and/or digital marketing related fields and/or at least two years of relevant experience
- Strong knowledge of social media (Facebook and Instagram) metrics, algorithms and best practices is required
- Previous relevant experience in newcomer and settlement services is required
- Specific knowledge of newcomer, immigrant and refugee populations and their respective needs and services is an asset
- Previous knowledge of and experience in newcomer youth services is an asset, including innovative and creative approaches to both attract youth of different communities and to deliver effective programming
- Familiarity with issues and barriers newcomers face in a Canadian urban setting is an asset
- 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
- Experience in graphic design, visual and animated content is an asset
- Good written and oral communication skills in English are required
- Strong ability to work effectively as a team member and be accountable
- 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 an asset
- Ability to work evenings regularly and weekends on ad hoc basis
- Oral and written fluency of a second language relevant to the local community is required
- Applicants who identify as QTBIPOC are encouraged to apply for this opportunity.

Status:	Contract – until March 31, 2022
Start Date:	Immediate
Hours:	20 hours per week (including evenings and weekends)
Rate:	\$25.19 per hour
Unit:	Family and Newcomer Programs
Immediate Supervisor:	Coordinator, Immigrant and Refugee Services
Posting Date:	September 16 th , 2021
Closing Date:	September 23 rd , 2021
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.



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Please reply in writing by 5:00 p.m. on the closing date to:

Human Resources Administrator
588 Queen St. W.
Toronto, ON
M6J 1E3
janitr@westnh.org

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A United Way Member Agency
