

September 9th, 2021

Job Posting
(Internal & External)
Community Connections / Youth Worker (Full-time)

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to assist newcomers in adapting to Canadian life in their neighbourhood and to provide support to Canadians in building a stronger community. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking a full-time Community Connections / Youth Worker to provide settlement services and community connection activities for newcomers in our York Centre to ensure that they are aware of community services and also help connect them with Canadians and local resources.

The details of this job posting are listed as the follows:

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| Job Title: | Community Connections / Youth Worker | Unit | Settlement |
| Hours of Work: | 37.5 hours / week (required to work irregular hours including evenings, weekends and some holidays) | Closing Date: | September 24th, 2021 |
| Location: | TCCSA York Centre (File #15-21) | | |

Essential Duties and Responsibilities:

- To plan, organize, facilitate, implement and evaluate community connections activities for newcomers and their families to connect them with their new community in their settlement and integration process;
- To provide holistic case management and client-centred supportive counseling to newcomers and their families by conducting client need assessments, information and orientation services, and personalized settlement plans;
- To facilitate appropriate internal and external referrals to a variety of community supports based on client needs and circumstances and provide supportive follow-up services;
- To create and support the implementation of meaningful mentorship program by recruiting and matching skilled mentors with newcomers and their families;
- To keep abreast of the needs of and extend outreach to newcomers and their families;
- To facilitate access to needed services and resources where there are barriers due to language, culture and race by providing interpretation or translation;

- To monitor program activities, budget and expenses as directed;
- To keep and maintain records in a timely and professional manners;
- To update the agency clients' database (OCMS), report all relevant data into iCARE on a regular basis;
- To prepare and submit timely statistical and progress reports as required;
- To ensure programs and services are culturally sensitive to service recipients, and support unit goals;
- To ensure program and service contents are relevant to funders' priorities and newcomers' settlement needs;
- To establish and maintain excellent service quality for clients;
- To positively represent TCCSA and promote program and services in the community;
- To keep the team updated on all new information and be cooperative in maintenance of information by tracking government policies and community resources in order to effectively inform and refer clients;
- To attend internal/external meetings as required;
- To establish and maintain excellent working relationship and communication with internal and external groups to provide service to special newcomer groups;
- To work in all four TCCSA locations (Downtown, Mississauga, Markham, Scarborough) as assigned, and any other location as the Association expands;
- To perform other duties as may be assigned by supervisor.

Qualifications

- University degree or equivalent in Social Sciences or a related discipline;
- Minimum of two years' experience in settlement and/or community service is required;
- Excellent knowledge and experience in working with diverse cultural and social backgrounds of communities, including newcomer/refugee/at-risk/low-income individuals and families;
- Understanding of, and sensitivity to needs of newcomers in the various ethnic communities in York Region;
- Excellent understanding of settlement and integration issues of new immigrants in general, and in particular in relation to youth, seniors or women;
- Be innovative and knowledge and experience in program design, activity organization, group facilitation and community outreach;
- Excellent knowledge of government and community resources;
- Effective communication skills to work with clients from diverse cultural backgrounds;
- Demonstrated interview, assessment, analytical and problem-solving skills;
- Good organizational skills, ability to multi-task while maintaining accuracy in data collection and reporting;

- Excellent inter-personal skills; demonstrated team work experience and ability to establish and maintain excellent working relationship with stakeholders;
- Proficiency in written and spoken English, as well as a second language commonly used by clientele – Chinese or one of the South-Asian languages is an asset;
- Proficiency with OCMS, MS Office, Google Services and social media that facilitate work, communication and online marketing, knowledge in graphic software is an asset;
- Confident and experienced in virtual service delivery is an asset;
- Ability to work effectively both independently and as part of a team;
- Must be able to work flexible hours, including some evenings, weekends and holidays;
- Must be legally entitled to work in Canada;
- Proof of a clear “Vulnerable Sector Screening” with a local police service is mandatory;
- Able to travel in the GTA, has a valid Ontario Driver’s license and access to a car is an asset.

Application

Please submit application by **September 24th, 2021, 5:00 pm** through email: recruit@tccsa.org.

Applicants should quote file #15-21 Community Connections / Youth Worker on the application.

We thank you for all those who are interested in this position. Only selected candidates will be contacted for interview. Regrettably we cannot accept telephone inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.