

June 16, 2022

**Job Posting
(Internal & External)
Settlement 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 one full-time Settlement Worker to provide settlement services and support counseling services for newcomer groups with unique barriers such as seniors, women, youth or LGBTQ2+ in our Toronto and Scarborough Centre to ensure that they are aware of and enabled to access the full array of community services.

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

Job Title:	Settlement Worker	Unit	Settlement
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Closing Date:	July 6, 2022
Location:	TCCSA Toronto and Scarborough Centre (File #07-22)		

Essential Duties and Responsibilities:

- To plan, organize, facilitate, implement and evaluate program activities on a wide range of settlement issues for newcomer groups with unique barriers such as seniors, women, youth or LGBTQ2+ to address their special needs;
- To provide needs assessment, information and orientation services to newcomer groups with unique barriers;
- To provide one-on-one case management and supportive counseling to newcomer groups with unique barriers;
- To facilitate appropriate referrals to help newcomer groups with unique barriers understand Canadian systems in their integration processes;
- To assist newcomer groups with unique barriers to develop personalized settlement plans;
- To keep abreast of the needs of and extend outreach to newcomer groups with unique barriers;
- 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 manner;
- To update clients' database, 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 programs and services in the community;
- To keep the team updated on all new information and be cooperative in the 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 newcomer groups with unique barriers;
- To work in all four TCCSA locations (Downtown, Mississauga, Markham, Scarborough), 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 newcomer groups with unique barriers such as seniors, women, youth or LGBTQ2+ ;
- Understanding of, and sensitivity to needs of newcomer groups with unique barriers such as seniors, women, youth or LGBTQ2+;
- Excellent understanding of settlement and integration issues of new immigrants in general, and in particular in relation to newcomer groups with unique barriers such as seniors, women, youth or LGBTQ2+;
- Be innovative and excellent knowledge and experience in program design, activity organization, group facilitation and community outreach to newcomer groups such as seniors, women, youth or LGBTQ2+;
- 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 teamwork 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 Ukrainian is an asset;

- Proficiency with MS Office, 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 an application by **Wednesday, July 6, 2022, 5:00 pm** through email: recruit@tccsa.org.

Applicants should quote File #07-22 Settlement 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.