

- To monitor program activities, budget and expenses as directed;
- To keep and maintain records in a timely and professional manner;
- To update 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 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 TCCSA and itinerant service locations as assigned;
- 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 – Cantonese, Mandarin, Korean, Spanish, and Ukrainian is an asset;
- Proficiency with OCMS, MS Office, Google Services, Zoom, other videoconferences and social media that facilitate work, communication and online marketing, knowledge in graphic software such as Canva is an asset;
- Confident and experienced in virtual service delivery is preferred;
- Ability to work effectively both independently and as part of a team in a diverse, multicultural environment;
- 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 preferred.

Application

Please send resume and cover letter to TCCSA through email: recruit@tccsa.org by **5:00 pm on June 2, 2023**

Applicants should quote **File #14-23 Settlement Worker** on the application.

We thank you to all those who are interested in this position. Only selected candidates will be contacted for an interview. No telephone call 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