The Cross-Cultural Community Services Association

June 2, 2023

**Job Posting**
**(Internal & External)**
**Project Assistant – Community Engagement & Volunteering**
**(6-month contract)**

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to facilitate the well-being of diversified communities through social services. 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 6-month contract Project Assistant – Community Engagement & Volunteering to provide community engagement and volunteering activities for immigrants, and also to provide support to volunteers in our service locations in the GTA.

The details of this job posting are listed as follows:

| | | | |
|---|---|---|---|
| **Job Title:** | Project Assistant – Community Engagement & Volunteering | | |
| **Hours of Work:** | 6 hours/day (5 days a week)<br>(required to work irregular hours including evenings, weekends and some holidays) | **Application Deadline:** | June 16, 2023 |
| **Location:** | In-person, TCCSA service locations in the GTA | | |
| **Salary Range:** | $19.79 - $20.78 per hour (based on experience) | | |
| **File #:** | #18-23 | | |

**Essential Duties and Responsibilities:**

- To assist in planning, organizing, and delivery of community engagement & volunteering activities for immigrants;
- To assist in recruiting eligible volunteers for TCCSA;
- To respond to clients' enquires and follow up in a professional and timely manner;
- To arrange and set up program space, equipment, and materials;
- To support the Community Engagement Coordinator in outreaching and promoting TCCSA's volunteer program;
- To facilitate appropriate internal and external referrals to a variety of community supports based on client needs and circumstances;
- To be responsible for program registration and provide program information to immigrants;
- To keep accurate and updated information / records of our service users;
- To support program evaluation activities;
- To maintain records and service statistics in a timely and professional manner;

- To compile client statistics and service data on a regular basis;
- To update and maintain program-related data and tracking history in agency's database on a regular basis;
- To prepare and submit timely statistical reports as required;
- To establish and maintain excellent service quality for clients;
- To positively represent TCCSA and promote programs and services in the community;
- To attend internal/external meetings as required;
- To work in all TCCSA and itinerant service locations as assigned;
- To perform other duties as may be assigned by the supervisor.

## Qualifications

- College diploma in Social Service Worker or equivalent combination of education and experience;
- Experience in settlement and/or community service is an asset;
- Knowledge, understanding and sensitivity to issues affecting immigrant and refugee communities;
- Understanding of the importance of volunteers to community-building, what people need/want and what motivates/demotivates them to become involved in their community;
- Excellent interpersonal skills, ability to operate effectively within the organization and externally;
- Excellent organization skills and time management;
- Excellent attention to detail and ability to multitask, able to work independently and as part of a team in a fast-paced environment;
- Ability to cope with changes and be flexible in scheduling;
- Ability to focus on detailed planning, information analysis, and report preparation;
- 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;
- Proficiency in written and spoken English, as well as a second language commonly used by clientele;
- 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.

The Cross-Cultural Community Services Association

## Application

Please send resume and cover letter to TCCSA through email: recruit@tccsa.org by **5:00 pm on June 16, 2023**

Applicants should quote **File #18-23 Project Assistant – Community Engagement & Volunteering** 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.