

August 25, 2023

Job Posting
(Internal & External)
Newcomer Mental Health Specialist (Full-time)

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 full-time Newcomer Mental Health Specialist to support the Settlement teams in our Toronto, Scarborough and York Centres by making mental health support and programs more accessible to meet the needs of diverse newcomer communities. The Newcomer Mental Health Specialist will provide short-term support to newcomers (focusing on Asian communities) and enhance their knowledge and practice of wellness and stress management practices.

The details of this job posting are listed as follows:

Job Title:	Newcomer Mental Health Specialist	Unit:	Settlement
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Application Deadline:	December 1, 2023
Location:	In-person, TCCSA Toronto, Scarborough and York Centre		
Salary Range:	\$64,350 to \$67,568 per annum (based on experience) Comprehensive benefits including health, dental and Group RRSP plan		
File #:	#24-23		

Essential Duties and Responsibilities:

- To provide individual short-term mental health support for newcomers through identifying problems and goals, and presenting options;
- To provide case management services by coordinating with the appropriate additional supports and services needed to ensure optimum progress;
- To facilitate newcomers' access to needed mental health services and resources, where there are barriers due to language, culture and race by providing interpretation or translation;
- To make appropriate referrals to longer-term mental health support services as required;
- To develop, organize and facilitate information workshops related to mental wellness and stress management, and addressing mental health stigma;
- To offer support groups to newcomers, particularly women and youth, about coping strategies, support, skill-building and self-help opportunities;

- To liaise with partner agencies and community stakeholders to facilitate effective service delivery of mental health services for newcomers and to promote mental health awareness and education;
- To develop and distribute mental health support resources through community events, and presentations at local community venues, places of worship and businesses;
- To organize regular training for staff members and volunteers about different mental health-related topics;
- To monitor program activities, budget and expenses as directed;
- To keep and maintain records in a timely and professional manner;
- To update and maintain program-related data and tracking history in agency's database, prepare and submit timely statistical and progress reports;
- To ensure collection and entry of service data into reporting systems – iCARE;
- To ensure program and service contents are relevant to funders' priorities and the needs of newcomers;
- To attend internal/external meetings as required;
- To work in all TCCSA service locations as assigned;
- Responsible for carrying out the above responsibilities and all other duties as required by TCCSA.

Qualifications

- Master's level education in Social Work, social sciences or related health discipline is required;
- Membership in good standing in a related provincial regulatory association such as RSW (Registration and good standing with the Ontario College of Social Workers and Social Service Workers);
- Minimum of 3 years of experience in providing mental health support to individuals and families;
- Proven ability in program organization, supportive counselling, and community outreach;
- Knowledge, understanding and sensitivity to issues affecting immigrant and refugee communities;
- Excellent knowledge of government and community resources supporting mental health;
- Demonstrated interview, assessment, analytical and problem-solving skills;
- Excellent inter-personal skills; demonstrated teamwork experience and ability to establish and maintain an excellent working relationship with stakeholders;
- Effective communication skills to work with clients from diverse cultural and socio-economic backgrounds;
- Good organization skills, ability to multi-task while maintaining accuracy;
- Ability to work effectively both independently and as part of a team;
- Proficiency in written and spoken English, as well as a second language commonly used by newcomers and refugees – For example, Chinese, Ukrainian, or one of the South Asian languages;
- Proficiency with OCMs, MS Office, Google Services, Zoom, and other videoconferences, that facilitate work and communication, knowledge in graphic software such as Canva is an asset;
- Confident and experience 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.

How to Apply:

Please send resume and cover letter to TCCSA through email: recruit@tccsa.org by **5:00 pm on December 1, 2023**.

Applicants should quote **File #24-23 Newcomer Mental Health Specialist** 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.