

March 31, 2025

Job Posting
(Internal & External)
Community Navigator
(1-Year Contract - 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 a 1-year contract - full-time Community Navigator to serve as a bridge between TCCSA and communities, fostering relationships and facilitating access to resources, services, and opportunities. As a member of the Community Engagement Team, the roles require the incumbent to develop outreach strategies, deliver community engagement activities, and provide training and support to staff, clients and volunteers to ensure program success.

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

Job Title:	Community Navigator (1-Year Contract)	Unit:	Community Engagement Team
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Application Deadline:	April 18, 2025
Location:	In-person, TCCSA York Centre		
Salary Range:	\$27.84 to \$29.23 per hour (based on experience)		
File #:	#08-25		

Essential Duties and Responsibilities

- Develop and execute outreach strategies to build community partners that can synergize with and expand TCCSA’s services to newcomers;
- Keep abreast of the settlement needs and trends, and extend outreach to newcomers and their families;
- Participate in agency and community event, fairs, outreach activities to engage newcomers and enhance access to settlement services;
- Plan, design, facilitate, and implement effective community engagement activities;
- Develop and implement activities and initiatives that engage newcomers in community-building efforts;

- Plan and conduct monthly outreach activities including event attendances, visits, hosting booths and providing talks for potential partners;
- Promote community engagement opportunities by creating, updating, and sharing outreach materials within the community;
- Participate in large-scale community events with other partner organizations to engage community involvement;
- Stay up-to-date on best practices and emerging strategies in community engagement;
- Conduct needs assessments to identify barriers and connect newcomers to essential services and resources;
- Facilitate appropriate internal and external referrals to a variety of community supports based on client needs and circumstances and provide supportive follow-up services;
- Facilitate access to needed services and resources where there are barriers due to language, culture and race by providing interpretation or translation;
- Engage TCCSA staff and community partners to identify opportunities for community involvements and partnerships to serve client needs;
- Deliver training to TCCSA staff to strengthen agency's capacity to engage and support the community;
- Conduct workshops for newcomers to equip them with skills and knowledge for meaningful community involvement;
- Conduct volunteer coordination and training as part of the community engagement plans;
- Support agency promotion by developing strategies and utilizing various online platforms and channels to enhance engagement and connect newcomers with community services and resources;
- Create and implement an evaluation plan for community engagement initiatives;
- Monitor program activities, budget, and expenses as directed;
- Maintain accurate and up-to-date records in a professional manner.
- Update the clients' database (OCMS), report all relevant data into iCARE on a regular basis;
- Prepare and submit timely statistical and progress reports as required;
- Ensure program content aligns with the priorities and expectations of funders
- Develop and maintain a sustainability plan for TCCSA's community programs.
- Establish and maintain excellent working relationships and communication with internal and external groups to provide service to special newcomer groups;
- Work in all TCCSA and itinerant service locations as assigned;
- Must be available to work evenings and weekends as needed to support program and service delivery, as well as outreach activities;
- Attend internal and external meetings as required;
- Responsible for carrying out the above responsibilities and any additional duties as required by TCCSA.

Qualifications

- University degree or equivalent in Social Sciences or a related discipline;
- Minimum of five years' experience in settlement and/or community service is required, with at least two years in relevant management role;
- Proven abilities in program organization and community outreach;
- Demonstrated leadership skills with knowledge on motivation, team building, effective decision making, delegation, conflict management, and problem solving;
- Demonstrated skills in leadership, conflict resolution, planning, organization and time management;
- Excellent knowledge and experience in working with diverse cultural and social backgrounds of communities;
- Strong Knowledge of wellness program development and community resources;
- Excellent writing skills and an ability to write for, and make content accessible to all levels of users;
- Excellent knowledge of local systems, services and resources relevant to newcomer settlement;
- Experience in developing and managing effective settlement services for newcomers, and community-based programs and activities;
- Excellent inter-personal skills; demonstrated teamwork experience and ability to establish and maintain excellent working relationships with stakeholders and community partners;
- Attention to detail and ability to track multiple projects and deadlines;
- Proficiency in written and spoken English, as well as a second language commonly used by predominant clientele, such as Chinese 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;
- Knowledge of information-gathering tools and techniques;
- Ability to perform detailed planning, information analysis, and report preparation;
- Ability to work effectively both independently and as part of a team;
- Must be available to work evenings and weekends as needed to support program and service delivery, as well as outreach activities;
- 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 send resume and cover letter to TCCSA through email: recruit@tccsa.org by **5:00 pm on April 18, 2025**.

Applicants should quote **File #08-25 Community Navigator (1-Year Contract)** 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.