

# Job Posting

<b>Organization:</b> TNO - THE NEIGHBOURHOOD ORGANIZATION	<b>Department:</b> Newcomers Support Services
<b>Program/Project:</b> Empowering Migrant Workers	<b>Position Title:</b> Settlement Worker
<b>Location and Hours of Work:</b> TNO sites and offsite 35 hours per week	<b>Position Type:</b> Contract Full-Time
Expected Start date: ASAP	Number of Positions Available: 2 Positions

TNO - THE NEIGHBOURHOOD ORGANIZATION (TNO, formerly *Thorncliffe Neighbourhood Office*) is a community based multicultural, multi-service agency, which offers a broad range of programs to serve Thorncliffe Park, Flemingdon Park, and the surrounding communities through strengthening the quality of individual and community life.

**Program/Project Description:**

The purpose of this program is to identify gaps in the support and services available to Temporary Foreign Workers particularly in the agricultural sector during the COVID-19 pandemic. The program provides financial support necessary to fill the gaps and respond to the emergency needs of workers affected by COVID-19.

**Position Summary:**

The Settlement Worker provides one-on-one and direct services; services include referrals to various services within the community and provide updated and well-researched information relevant to client needs. The position is responsible for conducting client’s needs assessment and development of a service plan jointly with the clients. This position also requires developing an outreach strategy for the neighbourhood, newcomers and their families. The Settlement Worker will provide information sessions and workshops on various topics that support the integration process of newcomers and their families. The Settlement Worker supports and actively engage in TNO’s community development principles and initiatives within Ontario: Delhi, Brant, Simcoe, Norfolk, Durham and other parts of Ontario.

**Main Tasks & Responsibilities:**

- Engages clients in intake and assessment process to identify immediate, short, medium and long term settlement needs of the newcomers and devise service plan based on the assessment and client’s needs.
- Provides one-on-one case management and counseling to clients requesting information concerning: employment, housing, referrals, information about services/programs, advocacy, translation and interpretation and civic participation and community engagement
- Ensures client’s physical safety and emotional well-being as per CMAS and health and safety policies
- Ensures all clients and the community feedback and concerns are addressed in a timely manner and recorded according to TNO’s policies and procedures
- Maintain relationships through emails, correspondence, and face to face visits (when allowed) to provide support and assistance towards the successful implementation of the project
- Arrange visits to witness and experience the work being implemented, meet the migrant workers, and organize joint events
- Plans, organizes and facilitates group workshops and orientation sessions that support clients’ settlement and integration. A minimum of two monthly workshops and information sessions are expected from each worker
- Plans, prepares and evaluates appropriate material for group facilitation & workshops in collaboration with other teams and programs within the agency
- Responsible for ensuring volunteers/ placements’ learning goals and professional experiences are met
- Inputs data into appropriate database, maintains required program records, and submits required weekly and monthly reports and as requested by the management of the agency
- Develop monthly work plan and activities
- Develops individualized outreach plans for each assigned service locations in collaboration with other TNO programs or external service providers
- Jointly with service partners’ conducts program promotion in community social landmarks
- Coordinates activities with other TNO departments and services
- Actively participates in program’s community development activities including advocacy, outreach and community engagement and empowerment activities
- Participates in networks of neighbourhood based service providers
- Nurtures community members for leadership
- Participates in and supports local community events

**Qualifications:**

**Education**

- The minimum level of education preferred is Community College or equivalent with a specialization preferably in Social Services or community based studies

**Experience:**

- One to three years of experience in outreach work or working with newcomers, particularly in agricultural sector
- Work and communicate with newcomers; providing frontline services and outreach experience
- Membership in good standing in related provincial regulatory association
- Must be familiar with CNC/CMAS requirements
- Experience working with low-income, multi-racial, multi-lingual newcomer communities
- Experience working from an integrated anti-oppression, LGBTQ+ positive framework
- Superior oral, reading and written communication skills in English
- Superior communication skills in **Spanish** or **Tagalog** is an asset
- Ensures that all records are kept confidential and secure
- Willingness to travel throughout the city as/if required
- A successful police clearance verification for vulnerable sector will be required for the position

**Working Conditions:**

**Hours of Work:**

Successful candidate would be required to work regular hours for 35 hours per weeks, and flexible between 8:30AM to 8:00PM besides evening shifts and weekends as decided by program requirements.

**Location:**

This position will be located within any of TNO's service locations based on community and program requirements. The locations (multiple) for this position may be added or moved to new addresses in the future according to the community and program requirements. "TNO - THE NEIGHBOURHOOD ORGANIZATION is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities and members of ethno-racial, aboriginal, immigrant, francophone, refugee, LGBTQ+ and disabled community groups to apply and self-identify."

**How to apply:**

*To apply for the position candidates are requested to send a copy of their application (cover letter, resume and any other document supporting your candidature) to Human Resources Department by **Wednesday January 20<sup>th</sup>, 2021 by 5:00PM.***

[CLICK HERE TO APPLY](#)

Or

**Attn: Human Resource  
TNO - THE NEIGHBOURHOOD ORGANIZATION  
1 Leaside Park Drive, Unit # 7  
Toronto, Ontario, M4H 1R1**

TNO – THE NEIGHBOURHOOD ORGANIZATION is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code please contact 416-467-0126

*For more information visit: <http://www.tno-toronto.org>*

*We thank all applicants for their interest but only those selected for further consideration will be contacted*