

Organization: TNO - THE NEIGHBOURHOOD ORGANIZATION	Department: Newcomer Support Services
Program/Project: Welcoming Communities	Position Title: Settlement Worker
Location and Hours of Work: TNO sites and offsite 28 hours per week	Position Type: Full time
Expected Start date: ASAP	

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

TNO is actively searching for one (1) Settlement Worker to join the Settlement Team.

Program Summary:

The Welcoming Communities Program Stream-Community Connections provides services that facilitate social, economic and civic integrations of newcomers into the community and the society at large. Services provided include needs assessment, service planning, information and referrals, reception and orientation, translation, interpretation and introduction to community resources.

Position Summary:

The Settlement Worker provides one-on-one and direct services which include referrals to various services within and outside the community and provide updated and well-researched information relevant to client needs. The position is responsible for conducting client's needs assessment and for the development of a service plan jointly with clients. This position also requires developing an outreach strategy for the neighbourhood, newcomers and their families. The Settlement Worker also provide information sessions and workshops on various topics that support the integration process of newcomers and their families.

Main Tasks & Responsibilities:

- Engage 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.
- Provide 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.
- Ensure client's physical safety and emotional well-being as per CMAS and health and safety policies.
- Ensure all client and the community feedback and concerns are addressed in a timely manner and recorded according to TNO's policies and procedures.
- Plan, organize and facilitate group workshops and orientation sessions that support clients' settlement and integration. A minimum of two monthly workshops and information sessions is expected.
- Plan, prepare and evaluate appropriate material for group facilitation & workshops in collaboration with other teams and programs within the agency.
- Screen, shortlist and recruit volunteers and internship candidates; provides orientation and training for all accepted candidates.
- Maintain an up-to-date database of volunteer information and internship opportunities.
- Ensure that volunteers/intern learning goals and professional experience needs are met.
- Input data into appropriate database, maintains required program records, and submit required weekly and monthly reports and as requested by the management of the agency.
- Develop monthly work plan and activities.

Qualifications and Experience Required:

- Community College Diploma/Certificate or equivalent with a specialization preferably in Social Services or community based studies.
- One to three years of experience in outreach, communicating with newcomers and providing frontline services.
- Experience working with low-income, multi-racial, multi-lingual newcomer communities in diverse neighbourhoods.
- Experience working from an integrated anti-oppression, LGBTQ+ positive framework.
- Ability to facilitate program requirements in the virtual environment.
- Demonstrate social and multicultural sensitivity.

- Experience providing client-centred case management.
- Excellent communication skills, both written and verbal in English and a **second language (used in the community) is an asset.**
- Excellent interpersonal skills and experience liaising with community professionals.
- Excellent organizational and coordination skills to respond to fluctuating workloads and respond immediately in crisis situations.
- Excellent facilitation skills.
- Proficiency with MS Office, databases, designing flyers and presentations and using other office-related equipment.
- Valid driver's license and access to reliable vehicle are required.

Working Conditions

Hours of Work - Regular hours for 28 hours per week, and flexible between 8:30AM to 8:00PM. Some evening and weekend work will be required as decided by requirements.

Location - This position will be located within any of TNO's service locations based on community and program requirements. Locations for this position may be added or moved to new addresses in the future according to the community and program requirements.

Hiring Conditions

Please note that TNO requires a mandatory Vulnerable Sector Screening prior to employment. You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

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. This position will remain open until filled.

[CLICK HERE TO APPLY](#)

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please contact 416-467-0126.

We thank all applicants for their interest but only those selected for further consideration will be contacted. For more information, visit: <http://www.tno-toronto.org>.