

Manager of Newcomer Support Services

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking a **Newcomer Support Services Manager** to join our team in a **full-time permanent** role. TNO is a great place to work and we make a difference in the communities we serve.

You will succeed in this role if you are an experienced, creative settlement sector professional with a strong complement of education and demonstrated experience in a related role. You are a people champion with a passion for equity, fairness, and best practices principles. You are a skilled communicator and relationship builder with the ability to influence and motivate others around you. You are flexible and adaptable to changing work environments, organized and detail oriented, and have a wide range of demonstrated technical skills needed to contribute to building a strong settlement team for a growing and thriving organization.

Reporting to the Director, Newcomer Services, the **Newcomer Support Services Manager** will contribute to manage the program day-to-day operations, co-ordination, work planning, budgeting, client/funder liaison, database oversight, and reporting. You will also provide oversight to Crescent Town Club Hub, Income Tax Clinic, Newcomer Settlement Program, Caregivers Program, and Partnerships with TDSB LINC (Language Instruction for Newcomers to Canada). As a Manager, you will collaborate with HR to do hiring, orienting and training, coaching/mentoring, determining performance standards and conducting performance reviews for your team.

Vaccination Requirement – 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.

Screening – As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

Job Type: Full-time permanent position

Schedule: Regular hours for 35 hours per week, and flexible between 8:30 AM to 8:00 PM. Some evening and weekend work will be required as decided by requirements.

Benefits:

- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your resume by email with “Manager of Newcomer Support Services” in the subject line to Recruitment@tno-toronto.org. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

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 let us know.

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