

Intake and Referral Worker (Pashto and Dari)

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 an **Intake and Referral Worker** to join our team in a **full-time contract** role until March 31, 2025. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate for this position would possess a post-secondary diploma/certificate or equivalent in fields such as Social Services, Settlement Worker, or community-based studies, ideally with a specialization. Proficiency in Pashto and Dari is essential for effective communication in this role. Two or more years of relevant experience in client-focused roles, particularly with newcomers, offering frontline services and outreach is an asset. Strong interpersonal and relationship-building skills will be essential for building connections with clients, community partners, staff, and volunteers. Experience working from an integrated anti-oppression, LGBTQ+ positive framework is crucial. Proficiency in MS Office, flyer and presentation design, and office equipment usage is necessary.

This role is responsible for conducting intake assessments and providing support to individuals residing in TNO's designated area. Duties will involve screening, enrolling, and orienting new clients to TNO and HATP services and programs. This role also plays a key role in establishing effective assessment procedures to determine client eligibility for our services. Additional responsibilities include offering comprehensive information about TNO, HATP, and relevant community services, staying updated on existing and new services, and collaborating closely with other service providers to ensure the optimal delivery of services. Maintaining intake and referral data records, ensuring confidentiality, and participating in outreach and community development activities are integral aspects of this role. This role contributes to program promotion efforts and engages in community development, advocacy, outreach, and empowerment activities.

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 Contract until March 31, 2025

Work Location(s): 10 Gateway Blvd, Toronto, ON M3C 3A1 or 18 Thorncliffe Park Dr, East York, ON M4H 1N7, and 45 Overlea Blvd. Toronto, ON M4H 1C3

Schedule: Monday to Friday, 9 a.m. to 5 p.m. – Some evenings and weekends may be required

Benefits:

- Employee Assistance Program (EAP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your to recruitment@tno-toronto.org with “Intake and Referral Worker” in the subject line by February 19th 2024. 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.

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