

Outreach and Service Delivery Worker

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 **one full-time** and **two part-time Outreach and Service Delivery Workers** for our **Simcoe Office** until **December 31, 2024**. TNO is a great place to work and we make a difference in the communities we serve.

The preferred minimum education requirement for this position is a Community College diploma or equivalent, preferably with a specialization in **Social Services** or community-based studies. The ideal candidate would have a minimum of 2 years of one-to-one work experience with **newcomers, specifically in the agricultural sector**. A requirement for this position is the ability and willingness to travel within regions across Ontario including but not limited to: **North Fork, Simcoe**, etc. The ideal candidate will possess the ability to assess client needs in areas such as career planning, job readiness skills, and identifying barriers to employment. Familiarity with clients facing cultural adjustment challenges, mental health issues, trauma, and learning disabilities is important. Strong English communication skills are essential, and proficiency in **Spanish, Patwa, Thai** are important to serve the community members. **A valid driver's license** and access to **a reliable vehicle** is required to perform the duties of this role.

DUTIES & RESPONSIBILITIES

- Develops individualized outreach plans for each assigned service locations in collaboration with other TNO programs or external service providers.
- Develops outreach strategies and plans in conjunction with the Manager and Coordinator to engage newcomers: Simcoe, North folk, Delhi, Brant, Durham and other parts of Ontario.
- Develops outreach materials and tools that meet program requirements and are aligned with TNO's values and policies.
- Conducts outreach in an anti-bias and culturally sensitive manner.
- Engages clients in intake and assessment process to identify immediate, short, medium and long term needs of the migrant workers and devise service plan based on the assessment and client's needs.
- Develop monthly work plan and activities.
- Provides one-on-one case management and counselling to clients requesting information concerning: employment, housing, referrals, information about services/programs, advocacy, translation and interpretation and civic participation

- Plans, organizes and facilitates group workshops and orientation sessions that support clients' needs. A minimum of two monthly workshops and information sessions are expected from each worker.
- Assists in the organization of special events, and acts as an ambassador for the project at relevant community events, in order to attract newcomers to the program.
- reports and as requested by the management of the agency.
- Develop monthly work plan and activities.
- Support TNO outreach activities.
- Coordinates activities with other TNO departments and services.
- Develops individualized outreach plans for each assigned service locations
- Actively participates in program's community development activities including advocacy, outreach and community engagement and empowerment activities.
- Participates in and supports local community events.

Note: Due to the nature of the work, this position requires working a non-standard schedule based on client needs. This may include evening and weekend work.

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/Language Requirement:

- Full-time contract position (35 hours a week), Fluency in Spanish is required.
- Part-time contract position (21 hours), Fluency in Thai or Patwa is required.

Work Location(s): Various locations and communities in Simcoe County and North Fork areas

Benefits:

- Employee Assistance Program (EAP)
- Social activities organized by the organization
- Personal Emergency Leave (PEL)

Application Process: Please submit your to recruitment@tno-toronto.org with the subject line “**Application for Outreach and Service Delivery Worker**” by **June 2nd, 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.