

## Settlement 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 a **Settlement Worker** to join our team in **full-time permanent** role. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate for this position should possess **post-secondary education**, such as a diploma, certificate, or degree, preferably in **Social Services** or a related field. Alternatively, equivalent work experience in a similar role is acceptable. Essential qualifications include **a strong understanding of immigrant and refugee issues**, familiarity with community resources facilitating newcomer integration, and prior experience working with low-income, multi-racial, multi-lingual newcomer communities, particularly in diverse neighborhoods. Effective communication in English, both written and verbal, is crucial. **Proficiency in a second language is advantageous, especially Arabic**, which is preferred. Additionally, the candidate should demonstrate **strong interpersonal and facilitation skills** for developing and maintaining positive community relationships, conducting workshops, and leading information sessions. **Technical proficiency** in Microsoft Office, virtual platforms, database entry, presentation creation, and operating office-related equipment is also required.

## DUTIES & RESPONSIBILITIES

- Conduct comprehensive intake and assessment processes to identify the settlement needs of newcomers, including immediate, short-term, medium-term, and long-term goals.
- Develop personalized service plans based on the assessment and client needs, ensuring alignment with organizational policies and procedures.
- Provide newcomers with generic and fundamental settlement-related orientation and make appropriate referrals to essential services.
- Distribute newcomer information guides to itinerant newcomer clients, ensuring accessibility to relevant resources.
- Ensure clients' physical safety and emotional well-being under CMAS and TNO's Health and Safety Policies.
- Plan, organize, and facilitate group workshops and orientation sessions to support clients' settlement and integration journeys.
- Conduct at least two monthly workshops and information sessions, collaborating with other teams and programs within the agency.
- Screen, shortlist, and recruit volunteers and placement candidates, ensuring alignment with program needs and objectives.
- Provide comprehensive orientation and training for all accepted candidates and maintain an up-to-date database of volunteer information and placement data, ensuring accuracy and accessibility.
- Ensure that volunteers' and placements learning goals and professional experience needs are met through meaningful engagement and support.

- Input data into appropriate databases as specified by the agency, maintain program records and submit required reports, maintaining accuracy and confidentiality.
- Develop monthly work plans and activities, ensuring the confidentiality and security of all records/files.
- Maintain required program records and submit weekly and monthly reports
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- Coordinate activities with other TNO departments and services, fostering collaboration.
- Actively participate in program community development activities, including advocacy, outreach, community engagement and empowerment initiatives.

**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.

**Travel Requirements:** Access to a vehicle is an asset as travel is required between locations.

**Schedule:** 35 hours per week. Evening and weekend work may be required.

**Work Location(s):** 18 Thorncliffe Park Dr and TNO locations

**Benefits:**

- Personal Emergency Leave
- 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 “Settlement Worker” in the subject line to [Recruitment@tno-toronto.org](mailto:Recruitment@tno-toronto.org). This position will remain open until filled. 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. Please let us know if you require accommodation at any stage of the recruitment process. We thank all applicants for their interest, but only those selected for further consideration will be contacted.*