

Outreach and Service Delivery Worker

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency supporting low-income and newcomer communities across Ontario, and at times, other provinces through online services and referrals. We are seeking a **part-time Outreach and Service Delivery Worker** for our Simcoe Office until December 31, 2024. TNO is a great place to work, and we make a meaningful difference in the communities we serve.

The preferred minimum education requirement for this position is a **Community College diploma** or equivalent, ideally with a specialization in **Social Services** or **community-based studies**. The ideal candidate will have at least **2 years of one-on-one experience** working with newcomers, particularly in the agricultural sector. This role requires the **ability and willingness to travel** across various regions of Ontario, including but not limited to North Fork, Simcoe, and surrounding areas.

The candidate should be skilled in **assessing client needs** in areas such as **career planning, job readiness**, and identifying **barriers to employment**. Familiarity with clients who face **cultural adjustment challenges, mental health issues, trauma**, and **learning disabilities** is important. Strong **English communication skills** are essential for effectively supporting community members. A **valid driver's license** and access to a **reliable vehicle** are also required to perform the duties of this role.

DUTIES & RESPONSIBILITIES

- Develop individualized outreach plans for each assigned service location, in collaboration with other TNO programs or external service providers.
- Collaborate with the Manager and Coordinator to design outreach strategies that engage newcomers in Simcoe, Norfolk, Delhi, Brant, Durham, and other regions of Ontario.
- Create outreach materials and tools that align with program requirements, as well as TNO's values and policies.
- Conduct outreach in an anti-bias and culturally sensitive manner, fostering inclusive engagement.
- Facilitate the intake and assessment process to identify the immediate, short-, medium-, and long-term needs of migrant workers, and create service plans tailored to those needs.
- Develop and implement monthly work plans and activities.
- Provide one-on-one case management and counselling to clients on topics including employment, housing, referrals, services/programs, advocacy, translation and interpretation, and civic participation.

- Plan, organize, and facilitate a minimum of two group workshops or information sessions per month to support client needs.
- Assist in organizing special events and represent the program at community events to attract newcomers.
- Submit monthly narrative reports detailing activities and progress.
- Collect and organize data for tracking outreach activities and client information.
- Complete and submit intake forms for each client, entering relevant data into the program database in a timely and accurate manner.
- Submit weekly outreach plans to ensure coordinated and targeted engagement.
- Report regularly to management as requested.
- Coordinate activities with other TNO departments and services to ensure comprehensive client support.
- Actively participate in community development efforts, including advocacy, outreach, engagement, and empowerment initiatives.
- Attend and support local community events to strengthen program visibility and impact.

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 – Part-time contract position (10 hours/week)

Work Location(s): Simcoe Office (150 West Street) and TNO locations

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 November 12, 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.