

Itinerant 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 **four Itinerant Settlement Workers** to join our team in **full-time contract role** until **March 31, 2025**, with possibility of extension. TNO is a great place to work; we make a difference in our communities.

Requirements for the position include **a post-secondary education**, such as a diploma, or degree, preferably in **Social Services** or a related field, with equivalent work experience in a similar role also being acceptable. Candidates should have **minimum of one-year experience** in assisting newcomers with settlement issues, demonstrate **a strong understanding of immigrant and refugee issues** and possess familiarity with community resources facilitating newcomers' integration. Essential qualifications include prior experience in working with low-income, multi-racial, multi-lingual newcomer communities, particularly in diverse neighborhoods. **Fluency in both written and verbal English**, as well as in one of the required languages (**Tamil, Spanish and Bengali**), is essential for effective communication in this role. Strong interpersonal skills are also required to build and maintain positive relationships with community members and partners. Additionally, the candidate must have **excellent facilitation skills** for conducting workshops and information sessions, as well as **technical proficiency** in Microsoft Office, virtual platforms, database entry, and creating presentations

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
- Maintain required program records and submit weekly and monthly reports
- Develop monthly work plans and activities, ensuring alignment with program objectives and priorities.
- Coordinate activities with other TNO departments and services, fostering collaboration.
- Actively participate in program community development 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.

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

Schedule: Full-Time hours: 35 hours per week, and flexible between 8:30 AM to 8:00 PM. Evening and weekend work may be required as decided by program needs.

Work Location: Multiple locations (Schools, libraries or city locations).

Job Type: Full-Time Contract until March 31, 2025

Number of Positions: 3

Languages Required:

- 1 x Bengali
- 1 x Tamil
- 1 x Spanish

Benefits:

- Professional Development Support
- Employee Assistance Program (EAP)
- Social activities organized by the organization

Application Process: Please submit your resume by email with “Itinerant Settlement Worker” in the subject line to 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.