



Mennonite New Life Centre of Toronto
Toronto ON

Job Posting – Settlement Intake Case Manager

The Mennonite New Life Centre of Toronto (MNLCT) is a vibrant settlement agency that offers a place of welcome for newcomers and refugees to Canada. Our mission is to facilitate newcomer and refugee settlement and integration through holistic settlement services and community engagement, carried out within a gender justice and anti-oppression framework.

The Settlement Intake and Case Manager plays a pivotal role in the day-to-day operations of the settlement counselling team at MNLCT. This role requires an experienced, skillful and compassionate practitioner of settlement counselling who understands internal and external service delivery as it relates to streamlining client flow through a menu of service options. Reporting to the Senior Manager, Settlement Programs and Communications, this position will triage client flow, and requires a demonstrated collaborative mind-set with experience in cross-sectoral work. It will also provide overall support and management to staff on a regular basis while fostering a supportive team environment.

This is a part-time role, 21 hours per week, reporting directly to the Senior Manager, Settlement Programs and Communications. **Frequent travel between all three MNLCT sites (Greater Toronto Area) and some evening and weekend work will be required.**

Responsibilities:

- Responsible for establishing a professional and supportive “first contact” for clients wanting to access services at MNLCT, performing client service registration, booking clients into the schedules of appropriate settlement staff, data input into OCMS regarding registration particulars;
- Welcome new clients, with a focus on complex cases requiring in depth knowledge of immigration and mental health issues. Special attention is paid to the needs of particularly vulnerable family members such as women, children, youth and seniors;
- Provide day-to-day guidance, coaching/mentoring and supervision to all program staff, contractors and volunteers in order to ensure achievement of MNLCT’s goals and objectives;
- Supervise receptionist, cleaning staff, volunteers and placement students;
- Support staff in accurately capturing database information and manage project metrics, record management and data review;
- Manage program to budget and requirements of any government funding;
- Lead settlement team meetings and case consultation discussions;
- Monitor and evaluate program to ensure service quality;
- Compile accurate service statistics and outcome data and maintain organized client records to be used for reporting purposes.
- Collaborate with other leadership members to share resources, publicize programs and attract newcomer participants;
- Purchase program supplies and report expenses to Finance Dept.;

- Provide facilities management and communicate with landlord and contractors regarding building maintenance and renovations;
- Manage sensitive information with respect and confidentiality.
- Follow-up with clients to determine service satisfaction and offer support with ongoing settlement needs.

Qualifications and Key Competencies:

- Relevant post-secondary degree and/or 3 to 5 years' experience in the area of Human/Social Services;
- 2 years of experience in project management, preferably within the non-profit sector;
- Understanding and critical analysis of challenges and systemic barriers to integration for newcomers;
- Proven ability to communicate, collaborate and advocate effectively with a broad range of stakeholders;
- Passion for people and social justice. Empathy, cultural sensitivity and anti-oppression approach;
- Experience and success with staff supervision, strong facilitation and conflict resolution skills;
- Superb verbal and written communication skills. Fluency in a second language is an asset;
- Works collaboratively and co-operates within a team environment while demonstrating exceptional inter-personal skills in building and maintaining relationships;
- Excellent organizational, planning and time management skills, works in a self-directed manner, establish priorities and adhere to strict deadlines;
- Flexible to work occasional evenings and weekend hours
- Use of own vehicle is an asset

The Mennonite New Life Centre is committed to employment equity initiatives. We encourage residents from the communities we serve and members of ethno-racial, aboriginal, immigrant, refugee, LGBT and disabled community groups to apply and self-identify. Internal and external candidates may apply.

Please note that only candidates to be interviewed will be contacted.

Please apply by emailing your resume and cover letter in a single MS Word or PDF document to Human Resources at jobs@mnlct.org. Please quote reference # SICM2016 in the subject heading of your application.

For more information about the Mennonite New Life Centre of Toronto, please visit www.mnlct.org.