



## **JOB POSTING**

**Mennonite New Life Centre of Toronto  
Toronto ON**

**Position Title: Newcomer Settlement Program (NSP) Settlement Worker, Spanish-Speaking**

**Status: Full-time (35 hours per week, Maternity Leave position)**

**Salary/Rate: \$23.50 per hour**

**Reporting: Settlement Program Manager**

**Application Deadline: Wednesday, January 2<sup>nd</sup>, 2019**

The Mennonite New Life Centre of Toronto is a vibrant, multi-cultural settlement agency for newcomers to Canada. The Centre provides settlement and employment services, language instruction and child-minding, mental health supports and capacity building workshops.

The NSP Settlement Worker will be responsible for providing settlement and integration assistance to Latin American communities, especially refugee claimants, temporary residents (visitors, students), citizens and clients under precarious immigration status. Providing them with accurate services and information so they can make informed decision about their life in Canada will be an essential and key aspect of this role. Responsibilities of this position will include a combination of settlement, community education, case management and integration counselling services, either through one-on-one meetings or in workshop sessions, for eligible individuals and their families.

This position will require weekend work and frequent travel between service delivery offices. This is a contract position with a potential end date on January 31<sup>st</sup>, 2020. This position will report directly to the Settlement Program Manager.

### **Responsibilities:**

- Minimum 3 years of experience working with newcomers and immigrants going through their settlement process.
- Sound understanding on the barriers and challenges faced by Latin American communities as well as the resources available across the GTA.
- Extensive knowledge about the Refugee Claimant Process, Humanitarian and Compassionate Grounds, Pre-Removal Risk Assessment, Deportation, Temporary Visa Extension.
- Welcome and register new and returning participants and families to the Settlement Program; Complete initial intake and needs assessments to identify client strengths and needs and make appropriate referrals.
- Experience and/or familiarity with OCMS (OCASI Client Management System).
- Develop a Settlement Plan with each client and their families and establish a supportive, ongoing relationship with clients and their support system.
- Consult, advocate and liaise with community resources and agencies to assist clients in achieving their goals. This includes providing ongoing support and referrals to families, as needed.
- Knowledge and understanding of government applications including – but not limited to – Education (OSAP), Employment Insurance, Ontario Works, ODSP, Immigration, SIN, OHIP; proven experience working with refugee claimants, visitors, international students and newcomer populations, especially with seniors, youth, children and women in vulnerable situations.
- Maintain case file documentation to conform to contract requirements as well as to reflect the needs of the individual client, including the maintenance of clear and concise case notes; enter client information and follow-up sessions on our internal database (OCMS) on a regular basis.
- Promote services widely, build partnerships with other service providers, and work to connect clients with available resources and information and the communities they live in.



- Work with service users to develop and implement support groups, life skills workshops, and leadership and empowerment programming.
- Input, track, report, and disseminate all relevant information in internal and external databases. Dissemination includes the creation and oversight of a systematic approach to information sharing both with funders and other relevant external partners.
- Work independently as part of a coordinated effort to prioritize tasks in a manner that meets programs needs and objectives.
- Facilitate group sessions and workshops as requested by manager and tailor information sessions to outreach vulnerable populations such as seniors, women, youth, children.
- Attend and actively participate in team meetings and other client-related meetings and program meetings as required.
- Work collaboratively with other settlement workers to identify and address practical needs associated with resettlement stress. Encourage clients to access other relevant MNLCT programs and services available.
- Collaborate with Program Manager and other staff to develop promotion and outreach materials which may include flyer design and distribution.
- Act as a positive role model for clients and fellow staff through embodying the values of the MNLCT and following all the guidelines, policies and procedures.
- Ensure all intake and settlement services tasks are completed accurately and in a timely manner, including all paperwork associated with the delivery of services.
- Other related duties as assigned.

**Qualifications:**

- University or College education or relevant work experience in Social Work, Social Science, Psychology or other relevant Human Services degree.
- Excellent communication skills within a culturally diverse environment.
- 3 years actively supporting vulnerable populations such as refugee claimants, international students, people without status.
- Preference will be given to those with proven working experience in Settlement and/or Employment Counselling. We might consider those with Community and/or Adult Education background.
- Excellent multi-tasking, organizational skills and attention to detail required.
- Well-developed interpersonal, and relationship building skills; ability to establish rapport and excellent communication with clients, staff and volunteers from different cultural backgrounds.
- Passion for people and social justice. Empathy, cultural sensitivity and anti-oppression approach.
- Must be available to work evenings and weekends.
- Ability to work independently and be a flexible and reliable team player. Maintains a supportive and cooperative environment with colleagues.
- Fluency in English and Spanish is a requirement.
- Group facilitation skills and cultural competency training.
- Broad knowledge in community and government resources and able to work with minimum supervision.

The Mennonite New Life Centre is committed to employment equity initiatives. We encourage applicants 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 qualified candidates to be interviewed will be contacted.**

**Please apply by sending your resume and cover letter in a single MS Word or PDF document to Human Resources at [jobs@mnlct.org](mailto:jobs@mnlct.org). Please quote reference #NSPSWS2019 in the subject heading of your email.**

For more information about the Mennonite New Life Centre of Toronto, please visit [www.mnlct.org](http://www.mnlct.org)