



Mennonite New Life Centre of Toronto

Job Posting: Settlement Worker

Hours: 21 hours per week

Duration: October 2021 to March 31st, 2022 (with possibility of extension)

Remuneration: \$24.74 per hour

Number of Positions: 1

About the Organization:

The Mennonite New Life Centre (MNLCT) is a vibrant, multi-cultural settlement agency for newcomers to Canada. The Centre provides a variety of settlement services, including information/orientation, language instruction, mental health supports and capacity building workshops, public education and bridging to employment. The Centre is a tech-forward charity that utilizes technology solutions to meet the needs of its stakeholders. As a result, several of our services and programs are delivered in a hybrid format, offering clients and participants to conference-in and to use a variety of online tools.

The Settlement Worker will be responsible for providing settlement and integration assistance to our newcomer clientele, mainly but not exclusively to Spanish speaking communities, including refugee claimants, temporary residents (visitors, students), as well as citizens and clients under precarious immigration status. A key aspect of the Settlement Worker's role will be to deliver accurate services and information so clients can make informed decisions about their life in Canada. Responsibilities covered by the scope of this position will include a combination of settlement, community education, case management and integration counselling services for eligible individuals and their families, through one-on-one or group meetings, in person or via electronic media. In addition, this position will require the candidate to participate in community coalitions, be comfortable outreaching to communities via social media (Facebook, Twitter, Instagram, blogging and podcasting) and be able to communicate exceptionally well in both English and Spanish within the community sphere. This position will require weekend work and frequent travel between service delivery offices, once COVID-19 restrictions are lifted. 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, providing ongoing support and assisting them to achieve their goals.
- Experience and/or familiarity with OCMS (OCASI Client Management System) and APRICOT.
- Consult, advocate and liaise with community resources, coalitions, government departments, and agencies.
- 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. Developing, implementing, and facilitating support groups, life skills workshops, and leadership and empowerment programming.
- Participate, where and when appropriate, in community meetings and coalitions to better advocate for the outcomes of clients.

- Post regularly about the programs and services by the MNLCT on all of the Centre's social media channels, encourage clients to access information via MNLCT mobile app and contribute to the sector through narrative/blog posts and webinars, where and when appropriate.
- Maintain case file documentation to conform to contract requirements as well as to reflect the needs of the individual clients, including the maintenance of clear and concise case notes; enter client information and follow-up sessions on our internal database (OCMS and APRICOT) on a regular basis.
- Collaborate with Program Manager and staff to develop outreach materials, promoting services, and building partnerships with other service providers.
- Work to connect clients with available resources and information and the communities they live in.
- 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.
- Attend and actively participate in team and program meetings and other client-related meetings as required.
- Work independently and collaboratively with other settlement workers to identify and address practical needs associated with resettlement stress coordinating efforts to prioritize task and meet program needs.
- Encourage clients to access other relevant MNLCT programs and services available.
- Act as a positive role model for clients and fellow staff through living 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.
- Contribute with report preparation to funders.
- Other related duties as assigned.

Qualifications:

- University or College education or relevant work experience in Social Work, Community Service Work (Immigration and Refugees), Social Science, Psychology, or other relevant Human Services degree.
- 3 years actively supporting vulnerable populations such as refugee claimants, international students, people without status.
- Active knowledge and experience using social media tools and above average skills using technology is an asset.
- 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.
- 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, weekends, independently, flexible, and reliable team player (maintain a supportive and cooperative environment with colleagues).
- Excellent multi-tasking, organizational skills and attention to detail required.
- Fluency in English and Spanish is an asset
- Excellent communication skills within a culturally diverse environment.
- 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. The Centre welcomes the opportunity to discuss accommodation and ensure fairness in our hiring process.

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



Important information about COVID 19:

The Mennonite New Life Centre of Toronto is currently offering a hybrid service delivery model that complies with provincial and local health authorities as well as funders' requirements. In this way, the Centre contributes to the health and safety of clients, students, children, volunteers, staff, and the community in general.

Apply by sending your resume and cover letter in a single MS Word or PDF document to Human Resources at jobs@mnlct.org by October 8th, 2021. Please quote reference #SWSS2021 in the subject heading of your application. Please note that only candidates to be interviewed will be contacted.

For more information about the Mennonite New Life Centre visit www.mnlct.org