



Mennonite New Life Centre of Toronto

Job Posting: Settlement Worker – Ukrainian Speaking

Hours: 35 hours per week

Duration: Immediately – March 31st 2023

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 using various online tools. Our approach to service delivery offers clients and participants a variety of channels to connect and receive the support needed.

The Settlement Worker will be responsible for providing settlement and integration assistance to newcomers, mainly but not exclusively to Ukrainian-speaking communities especially to the newly arrived, including temporary residents (visitors, students), as well as citizens and clients looking for orientation and guidance on housing, immigration, language, employment, and education. 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 Ukrainian within the community sphere. This position will require weekend work and frequent travel between service delivery offices. This position will report directly to the Settlement Program Manager.

Responsibilities:

- Work with refugee claimants, visitors, international students, and newcomer immigrant populations going through their settlement process.
- Support clients to apply for CUAET, transitional financial assistance, extend stay or restore status in Canada, family sponsorship, and work permit.
- Develop, implement, and facilitate support groups, life skills workshops, and leadership and empowerment programming.
- Sound understanding of the barriers and challenges faced by Ukrainian communities as well as the resources available across the GTA: immigration, housing, employment, education, and language.
- 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.
- Develop a Settlement Plan with each client and their families and establish a supportive, ongoing relationship with clients and their support system.

- 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.
- Knowledge and understanding of government applications including – but not limited to – Education (OSAP), Employment Insurance, Ontario Works, ODSP, Immigration, SIN, and OHIP.
- Consult, advocate and liaise with community resources, coalitions, government departments, and agencies.
- Collect client labour market information about employment opportunities, skills requirements, and other occupational information.
- Guide clients to develop job search strategies, resume writing, and job interview skills.
- Use assessment tools to identify clients' interests, strengths, aptitudes, and abilities.
- Participate, where and when appropriate, in community meetings and coalitions to better advocate for the outcomes of clients.
- Collaborate with Program Manager and staff to develop outreach materials, promote services, and build partnerships with other service providers.
- 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 tasks 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 funder report and proposal writing.
- 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, and people without status.
- Thorough understanding about the Ukrainian community and experience working with individuals who have experienced trauma.
- Active knowledge and experience using social media tools and above-average skills using technology are assets.
- 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 backgrounds.
- 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, 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 Ukrainian is an asset
- Excellent communication skills within a culturally diverse environment.
- Broad knowledge of 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.

Apply by sending your resume and cover letter in a single MS Word or PDF document to Human Resources at jobs@mnlct.org by July 4th, 2022. Please quote reference #SWUS2022 in the subject heading of your application. **Only candidates to be interviewed will be contacted.**

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