

Job title:	<i>Newcomer Settlement Program Worker (Amharic, Swahili, Speaking)</i>
Department:	<i>Welcome Centre and Immigrant Services</i>
Reports to:	<i>Manager, Welcome Centre and Immigrant Services - Ajax and Team Lead, Ajax Welcome Centre & Settlement Services</i>
Hours of work:	<i>8:30 am to 4:30 pm or 12:00 pm to 8:00 pm or 1:00 pm to 9:00 pm</i>

Job purpose

The Newcomer Settlement Program (NSP) Worker is responsible for assessing client needs, providing support, guidance, and advocacy, as well as information and referral services to immigrants and Canadian citizens, including convention refugees, refugee claimants, live in caregivers, Minister permit holders, temporary permit holders, international students and people who have received special permission to remain in Canada.

The Newcomer Settlement Program Worker will also be responsible for updating the client database and promoting the services of the program by conducting outreach activities and presentations to community groups. The incumbent will be required to perform educational orientations and information sessions to large groups of immigrants or newcomers to Canada.

Company Overview

Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for over 50 years. We organize a variety of research, community development and social planning initiatives as well as administer and deliver front line social service programs. Please visit us at www.cdcd.org for more information.

Duties and responsibilities

- **Provide services, information, guidance, and support:**
 - Assist clients with specific settlement needs and resources relating to economic, social, cultural, educational, recreational and other services that contribute to initial settlement in Canada to assist clients to make informed decisions about their settlement.
 - Support clients in coping with everyday living requirements such as housing, transportation and access to health and social services
 - Share information with clients about their rights and obligations
 - Assist clients with all initial settlement needs.

- Ensure client satisfaction by consistently delivering high quality service that appropriately addresses client needs.
- **Conduct needs assessments and provide referrals:**
 - Determine the needs of clients and the support that is appropriate for each individual client through the use of approved assessment tools and methods.
 - With clients' input, develop a settlement plan to guide them in addressing their identified needs.
 - Provide clients with information and referrals to appropriate agencies for settlement needs.
 - Periodically follow-up with clients on services received and schedule further appointments as needed.
 - Provide non-therapeutic counselling, when necessary
 - Assist and provide referrals in translation services to aid with documentation pertaining to employment, education and legal matters.
- **Provide referrals, crisis intervention and counseling:**
 - Provide clients with adequate resources to aid in their transition, such as crisis intervention, referral services for counseling or referrals for translation services.
- **Develop and maintain database and reporting:**
 - Maintain accurate client records, case notes and ensure confidentiality is maintained.
 - Update information on local program database
 - Meet the minimum target numbers stipulated by the funder.
 - Prepare statistical and narrative reports as required.
 - Draft interim and year-end NSP funder reports for review and approval by management
- **Conduct group orientation and presentations:**
 - Research and prepare for presentations to be conducted in a large group setting on topics such as settlement issues, etc.
- **Contribute to and participate in developing an outreach strategy:**
 - Contribute to developing an outreach strategy targeting all newly arriving immigrant groups within their first year of arrival.
 - Participate in developing an outreach strategy targeting other organizations and community services who would refer clients to NSP.
 - Develop pamphlets, presentations, events, and interviews to publicize the program.
 - Respond to all program inquiries.
- Ensure activities comply with social and employment laws, such as the occupational health and safety act.
- Participate in promoting a positive workplace culture through agency committee membership and departmental activities.
- Perform other duties as assigned by the Manager and/or Team Lead

(Note: In-depth counseling of a social or psychological nature is not to be provided but rather referrals made to appropriate professionals)

Core Competencies

Valuing Diversity and Social Justice

Using an anti-oppression lens, supports and promotes an environment that holds opportunities for all, regardless of race, ancestry, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age, family status, or disability; fosters a climate of inclusion, where diverse thoughts are freely shared and integrated. Under social justice, all groups and individuals receive fair treatment and an equitable share of the benefits of society.

Culturally-Sensitive

Recognizing, understanding, and applying attitudes and practices that are sensitive to and appropriate for people with diverse cultural socioeconomic and educational backgrounds, and persons of all ages, genders, health statuses, sexual orientations and abilities.

Advocacy

Interventions such as speaking, writing, or acting in favour of a particular issue or cause, policy, or group of people. In the social services sector, advocacy is assumed to be in the public interest, whereas lobbying by a special interest group may or may not be in the public interest. Advocacy often aims to enhance the quality of life for disadvantaged groups such as individuals recently immigrating to Canada, persons with disabilities, the LGBT community, etc.

Community Participation

Procedures whereby members of a community participate directly in decision-making about developments that affect the community. It covers a spectrum of activities ranging from passive involvement in community life to intensive action-oriented participation in community development (including political initiatives and strategies).

Job-Specific Competencies

Client Service Orientation

Focus on understanding and meeting clients' needs, makes extra effort to meet the needs of the client, and follows up on complaints/questions/requests.

Relationship Building and Partnering

Developing and maintaining positive relationships and partnerships. Builds relationships with clients by following through on commitments, respecting confidentiality, and demonstrating an interest in their specific challenges and needs.

Empathetic and Sensitive

Has a high degree of empathy and sensitivity to the needs of the clients, and ability to provide assistance to the clients with care and patience as necessary.

Interpersonal Understanding and Communication Skills

Desire/ability to understand others' attitudes/interests/needs/feelings/nonverbal behavior, incorporating empathy, listening skills, and diagnostic understanding, understanding strengths/limitations of others. Communicates and interacts effectively with individuals and groups in the provision of professional services. Gives full attention to what other people are saying by being active listeners who value the opinions of their workers. Capable of using their communication skills to successfully gather information that they need. They are also people who are trusted and can build relationships with others.

Presentation Skills

Effective in a variety of formal and informal presentation settings; commands attention and manages group process during the presentation; is cognizant of audience response and able to adapt content and style accordingly.

Ability to work in a team environment and independently.

Has a strong capability to work in a team environment and support the separate functions that make a team, as well as work on individual tasks that support that overall program.

Community Knowledge

Ability to express vast knowledge of the Durham Community, as well as knowledge in social, government, and community services.

Qualifications

- Post-secondary education in Social Services or related area of study
- 3+ years working experience in settlement services.
- Fluency in a second language (reading, writing, and speaking) required, preferably, Amharic or Swahili
- Superior communication skills, oral and written proficiency in English
- Current and up-to-date knowledge of social services and social laws
- Knowledge of and sensitivity to the multicultural communities
- Knowledge of gender-based violence, anti-oppression principles and trauma-informed approaches
- Strong computer literacy (i.e. word processing, databases, and email) and experience working in on-line environments with web-based tools

Additional Requirements

- Ability to work flexible hours, including evenings, and occasionally on weekends (one Saturday per month)
 - A valid Ontario driver's license (Class G), use of a vehicle and insurance with the ability to work in a variety of settings
 - The successful candidate must provide an acceptable Vulnerable Sector Screening and certificate demonstrating proof of full vaccination against COVID-19 prior to commencing employment
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APPLICATION PROCESS: This position is only open to Internal Applicants. Applicants are requested to submit their resume and a cover letter outlining their strengths, experience, and aptitude to fulfill the position requirements.

Please submit applications at: [Newcomer Settlement Program Worker at Community Development Council Durham \(gethired.com\)](https://gethired.com/jobs/newcomer-settlement-program-worker-at-community-development-council-durham)

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace that represents the cultural mosaic of the Durham Region and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver our mission.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate potential candidates throughout the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.