

Job title:	<i>Newcomer Youth Services Worker</i>
Department:	<i>Welcome Centre and Immigrant Services</i>
Reports to:	<i>Newcomer Community Services Manager and Team Lead, Newcomer Wellness, Volunteer & Youth Services</i>
Hours of work:	<i>10:00 a.m. – 6:00 p.m.</i>
Issued:	<i>March 2024</i>

Job purpose

The Newcomer Youth Services Worker is responsible for helping newcomer youth in the process of adapting to life in Canada by delivering and referring to community based education, employment, recreation, leadership, life-skills and, health and wellness supports.

The successful incumbent will be responsible for developing and delivering relevant information sessions, workshops, webinars and program activities for newcomer youth and their families. The incumbent will assess the needs and provide guidance to youth, connecting them with appropriate educational and community resources that engage youth leadership and self-advocacy.

Company Overview

The 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

- Develop an outreach strategy to recruit newly-arrived immigrants and newcomer youth to participate in program activities
- Develop flyers, posters and presentations to promote the program
- Work with volunteers, community partners and colleagues to promote and enhance newcomer youth programs
- Assess needs, interests, geographic proximity, etc. of newcomer youth and volunteers that will support the delivery of program activities
- Provide ongoing training for volunteers to ensure activities are successful
- Initiate, develop, implement and participate in community outreach activities
- Initiate new and facilitate established program activities to meet program deliverables, targets and outcomes
- Plan and facilitate after school activities to ensure youth participants feel welcomed and well supported. Transition to online activities when necessary
- In partnership with SWIS, promote SWIS youth advisory committee and SWIS activities
- Work collaboratively with youth, families, SWIS workers and youth service providers to develop effective service delivery plans

- Collaborate with Community Connections team and the Indigenous community to establish culturally-appropriate networking and engagement strategies that support meaningful dialogue between newcomer youth and members of local Indigenous communities
- Work closely with Community Connections team on Canada Connects program for youth by matching them with Canadian citizens or longtime community members
- Maintain accurate client and volunteer records using program database and iCARE (The Immigration Contribution Agreement Reporting Environment) system reporting platform
- Prepare narrative and statistical reports on a monthly basis and as required
- Collaborate with other CDCD programs to offer a full range of services to immigrants
- Liaise between newcomer youth and CDCD staff to increase youth participation and engagement in program activities
- Respond to all program enquiries
- Ensure that workplace conduct and activities are in accordance with the Occupational Health & Safety Act
- Participates in promoting a positive workplace culture through agency committee membership and departmental activities
- Work with the volunteer coordinator to recruit and train youth volunteers
- Maintain volunteer database and track hours
- Work closely with community partners and SWIS to enhance youth service in Durham Region
- Perform other duties as assigned

Job-Specific Competencies

Valuing Diversity and Social Justice

Supports an environment that promotes 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. Understands 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 status, sexual orientations and abilities.

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.

Problem Solving

Ability to address a problem and facilitate ways in which to solve the issue. Potential to assist people with problems they may have and plan ways in which to help solve the concern.

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
- Direct experience working with youth required
- Settlement sector experience working with newcomers and immigrant-serving partners is an asset
- Knowledge and experience working with the Indigenous community is an asset
- Demonstrates understanding of the Durham Region social service sector and issues faced by marginalized populations we serve
- Demonstrated ability to engage and motivate youth
- Ability to make presentations, conduct workshops and network with partners
- Proficiency to a second language is an asset
- Strong proficiency in the use of Microsoft Office and virtual platforms such as Zoom
- Strong work ethic, integrity and ability to instill trust
- Must have a high level of integrity and ability to work with confidential and sensitive information
- Detail-oriented with demonstrated ability to keep accurate records, write reports and meet deadlines
- Highly organized with strong time management skills and the ability to handle multiple projects concurrently and meet tight deadlines

Additional Requirements

- The Newcomer Youth Services Worker will need to be flexible in working evening shifts and/or weekends and attending meetings and events as required
- Class G driver's license and access to own reliable vehicle
- Successful candidate must provide an acceptable criminal records search and certificate demonstrating proof of full vaccination against COVID-19 prior to commencing employment.

APPLICATION PROCESS: Applicants are requested to submit their resume and a cover letter stating salary expectations, while outlining their strengths, experience and aptitude to fulfil the position requirements.

Please submit applications to “*Newcomer Youth Services Worker*” at:

<https://communitydevelopmentcouncildurha.easyapply.co>

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

CDGD 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.