

<b>Title</b>	<b>Settlement Worker</b>
<b>Position Type</b>	<b>Part-time (21 Hours per week), Relief (Three months)</b>
<b>Posting Date</b>	<b>December 18, 2024</b>
<b>Expiry Date</b>	<b>January 10, 2025</b>
<b>Posting Type</b>	<b>Internal &amp; External</b>
<b>Supervisor</b>	<b>Manager, Settlement Programs</b>
<b>Location</b>	<p><b>Toronto, Ontario</b></p> <ul style="list-style-type: none"> <li>• <b>Main location: AccessPoint on Danforth (2 days/week)</b></li> <li>• <b>AccessPoint on Jane (1 day/week)</b></li> <li>• <b>Travel across other sites as required</b></li> </ul>
<b>Short Description</b>	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto’s diverse communities achieve <b>health with dignity</b>.</p> <p>Acting as a member of an interdisciplinary team, the Settlement Worker connects with newly arrived GARs and PRs to provide one-on-one individual information, assessment and referral services as well as settlement counselling. This position will also facilitate group workshops on settlement-related topics.</p> <p>In collaboration with other settlement workers, this position will focus on working with internationally educated professionals, in particular, researchers. The Settlement Worker will support their integration into the Canadian labor market through targeted initiatives, including managing our IRSN portal and network, organizing communities of practice, workshops, and as well as 1-on-1 support.</p>
<b>Detailed Description</b>	<p><b>RESPONSIBILITIES:</b></p> <p><b>Client Intake and Orientation</b></p> <ul style="list-style-type: none"> <li>• Support the client intake and orientation processes as required by providing one on one and group supports as necessary</li> </ul> <p><b>Service Provision</b></p> <ul style="list-style-type: none"> <li>• Support IERs with opportunities to enhance their confidence and social capital through mentorship, networking, peer and community support</li> <li>• Process referrals from the settlement and community service colleague to provide digital coaching services to clients in either one-on-one or group orientation sessions</li> <li>• Develop creative teaching and informative materials that will help direct potential clients</li> </ul>

to relevant online settlement services

- Identify online portals frequented by newcomers and distribute brochures and other relevant information
- Link with newcomers in the community (library, places of worship, parks, etc.) and
- Support them to access needed programs and services in various modalities

#### **Planning and Evaluation**

- Participate as a member of the Settlement Program to address the settlement and integration of newly arrived GARs and PRs
- Participate in program planning and delivery within the centre. Share information obtained through client encounters about perceived settlement needs to inform service development
- Participate in program development and committee work within the broader community and work in partnership with other institutions and agencies as required

#### **Organizational Responsibilities**

- Ensure appropriate documentation by maintaining client records, assessment notes, progress notes and correspondence, which safeguards confidentiality, including obtaining required consent for disclosure
- Identify the need for or participate in the development of policies and protocols, which will improve client services and promote more effective staff functioning
- Participate in and support all organizational systems and structures as required, including but not limited to health and safety, anti-oppression, performance evaluations, case conferencing, interdisciplinary meeting and quality assurance
- Ensure data entry is up-to date and submit program statistics and reports on a timely basis
- Carry out other duties as may be assigned from time to time

#### **SKILLS, ABILITIES AND QUALIFICATIONS:**

##### **Minimum requirements:**

- Completed undergraduate degree in Immigration and Settlement, Health Sciences, Social Work, Education, Communications or a combination of relevant education and work experience
- Minimum three years front-line experience in a community-based organization, providing information, referrals, advocacy or settlement services, and conducting outreach
- Thorough knowledge of community resources and services available for newcomers in Toronto
- Experience planning and facilitating workshops and group programs focused on health

and settlement information for newcomers

- Excellent digital media literacy, competent in creating and disseminating content on multiple key social media platforms, and experienced in coaching/training other people on using these platforms
- Demonstrated group facilitation, presentation and training skills
- Experience working with low-income, multi-racial, multi-lingual, 2SLGBTQI+ newcomer communities
- Demonstrated commitment to working from an integrated anti-oppressive, anti-racist, 2SLGBTQI+ positive framework

**Other requirements:**

- Knowledge of challenges and barriers faced by internationally educated professionals
- Knowledge of resources and services available for internationally educated researchers
- Commitment to systemic change
- Deal effectively with crisis and conflict, and demonstrate appropriate boundaries
- Thorough knowledge of community resources available to immigrants and refugees
- Strong understanding of at least two priority newcomer populations: GARs, refugees, youth, women, LGBTQ newcomers
- Strong group facilitation skills
- Communication skills, both written and verbal
- Computer literacy and keyboarding skills
- Problem-solving, organizational and time-management skills
- Work both independently and as part of a multi-disciplinary team
- Flexibility and responsiveness to community needs
- Work at least one evening shift weekly and attend occasional evening and weekend activities
- Commitment to lifelong learning and ongoing professional development

**Salary:** \$50,976 - \$61,418/Annual (Numbers are based on Fulltime employment)

**Hours:** Part time: 21 hours/week

**Duration:** 3 Months, Relief

**Bargaining Unit position:** United Food and Commercial Workers, Local 175

**Classification:** CHW

**Location:** Toronto, Ontario – AccessPoint at Danforth & AccessPoint at Jane

**Please be advised that our organization requires all staff, students, and volunteers to be fully vaccinated. Proof of Covid-19 vaccination can be obtained from the Ministry site.**

With “**Settlement Worker**” in the subject heading please send your resume and cover letter by January 10, 2025 (internal and external) 5:00pm to:

by E-mail: [jobs@accessalliance.ca](mailto:jobs@accessalliance.ca)

**Application  
Method**

by Regular Mail: **Hiring Committee, Settlement Worker**

Access Alliance Multicultural Health and Community Services  
340 College Street, Suite 500, Toronto, ON, M5T 3A9

**No phone calls please**

Anti-oppression/Anti-Racism: We are committed to a workforce reflective of the diversity of the City of Toronto and the communities we serve. We encourage applications from those who provide different perspective and contribute to diverse ideas.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and 2SLGBTQI+ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray etc.) while at the Centre.