



**Malvern Family Resource Centre**  
90 Littles Road, Scarborough, ON M1B 5E2  
☎(416) 284-4184 ★ Fax 416-293-1997  
Website: [www.mfrc.org](http://www.mfrc.org) ★ Email: [mail@mfrc.org](mailto:mail@mfrc.org)

**COMMUNITY SETTLEMENT SUPPORT WORKER (ARABIC SPEAKING)**  
**JOB POSTING**

**Position:** Settlement Program Facilitator, Arabic Speaking (contract)  
**Department:** Newcomer & Settlement

**Summary:**

Develop and implement overall outreach strategy and programming activities that support the needs of newcomers. This role will support newcomers with a focus on working with Syrian refugees to help them integrate into their community. This will include but is not limited to; referrals to service, program development, facilitation and evaluation and translation supports (for Arabic speaking clients).

**Responsibilities:**

**Administration**

- Keep daily statistics on program attendance ensuring that all targets are met as set out by funders and supervisor
- Attend workshops and meetings as a representative of Malvern Family Resource Centre including participation on agency committees (e.g. volunteer and program)
- Ensure the implementation of the Centre's policies and procedures
- Provide written reports as required
- Report regularly on achievement of deliverables with respect to funded settlement activities
- Other duties as assigned

**Outreach**

- Develop and implement an outreach plan including activities with newcomer women, youth and their families in the community
- Liaise, and network with local schools, community agencies, and other institutions/stakeholders in the north-east Scarborough
- Outreach to potential youth volunteers for peer mentorship programming ensuring that youth mentors are recruited
- Reach out and connect with potentially isolated or at-risk newcomer (including but not limited to Syrian refugees) women and youth
- Connect with community resources available (i.e housing, employment, education, social and health services) to support information and referrals to newcomers
- Participate in any relevant newcomer-related committees and networks with supervisor approval

**Program Planning, Delivery and Facilitation**

- Develop culturally appropriate programming that meets the needs of targeted groups of newcomer and refugee women and youth across North-East Scarborough
- Develop programs including workshops, skill building activities, newcomer family nights and peer mentorship programming and opportunities for volunteerism among newcomers (women, youth and families)
- Support overall transition, resilience and integration of newcomer youth and their families through programs and service provision
- Works within broader settlement and community teams to develop any other appropriate programs, workshops and other educational activities that can meet the needs of the client group(s)
- Ensure programming reaches participation targets as set by supervisor and external funding agreements
- Implement group-based programming at the Centre or at various satellite locations across the community
- Collaborate with other agency staff regarding intake and referral
- Conduct ongoing program and participant satisfaction as well as other evaluation

**Necessary Skills/Qualifications:**

- A minimum of 2 years of experience or education in social services, newcomer and settlement services, and/or community development particularly in the area of youth (Ontario Teacher Certified a strong asset)
- Proficiency in written/oral Arabic a must, and any one or more of the following languages an asset: Bengali, Tagalog, Urdu, Tamil
- Case management offering one to one support to newcomers (including assessments, information & referral)
- Consistently models and inspires high levels of integrity in speech and actions



**United Way**  
Toronto & York Region

Satellite Site: 1321 Neilson Road, Scarborough, ON, M1B 3C2

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**"Strengthening Families is Our Business"**

- Excellent interpersonal and conflict resolution skills
- Effective verbal and written communication skills
- Experience in program development and implementation
- Demonstrated ability to work in a team setting
- Strong ability to work with and relate to diverse groups
- Good working knowledge of computers and appropriate software
- Valid Driver's License with access to a car an asset
- Commitment to anti-racism and non-discrimination practices
- Demonstrated ability to manage multiple deadlines
- Ability to comply with policies regarding confidentiality, privacy and record keeping
- Must be willing to work flexible hours including evening and weekend work.
- Ability to work effectively independently as well as in a leadership role on a team
- Criminal reference check is required
- Assists with other duties as required or as assigned

**Hours & Contract Length:**

This is a full-time (37.5 hrs/week) contract position for 14 weeks with a possibility for extension to March 31<sup>st</sup> 2018.

**Accountability:**

Position will report to the Newcomer Program Supervisor.

**Closing Date: Monday April 24th, 2017 at 11:00am - Please send resume and cover letter as one document with your name appearing 'First Name Last Name – Settlement Program Facilitator' as the attached file name in .doc or .pdf format. No phone calls please!**

If submitting your resume by fax, please submit to 'Attention: Hiring Committee, Newcomer Program' to 416-293-1997 or by e-mail to [asemenuk@mfrfc.org](mailto:asemenuk@mfrfc.org).

***Malvern Family Resource Centre is an Equal Opportunity Employer. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted.***

