



Malvern Family Resource Centre
90 Littles Road, Scarborough, ON M1B 5E2
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Contract position- Maternity Leave
NEWCOMER & SETTLEMENT PROGRAM SUPERVISOR

Summary:

Development and oversight of newcomer & settlement services and programs that support the needs of adults, youth, and senior newcomers as well as case management to support clients around settlement needs. Responsible for supervising the newcomer and settlement team's daily activities and quarterly plans.

Responsibilities:

Supervision:

- Create a positive team atmosphere for all settlement staff, placement students and volunteers
- Supervise program/project staff, placement students, and volunteers
- Assist staff and volunteers to resolve performance difficulties, discussing unresolved problems with Senior Management when necessary to reach resolutions
- Recruitment of new staff and volunteers with support from team and Manager including orientation, coaching and performance evaluations
- Work with team to develop new opportunities for volunteers
- Work closely with IRCC funded staff to ensure programs meet funder requirements
- Prepare contingency plan to maintain continuity of program and service delivery in the event of staff/volunteer absence

Administration

- Maintain internal tracking systems for the collection of statistics on program attendance, volunteer hours, information and referral and other programs and services of the team to ensure efficiencies and consistency in reporting and meeting funding requirements
- Oversees and submits budgets and expenses as per agency policies and funding requirements for both Provincial and Federally funded projects
- Participates in internal meetings as necessary (Management meetings, team meetings)
- Oversees and maintains overall satellite location needs (1321 Neilson Road) including staff coverage and addressing issues within the facility
- Ensure implementation of the Centre's policies and procedures
- Provide written reports as required including the submission of funder reports, monthly agency Board Reports and monthly statistics
- Ensure that all deliverables are met including working with team so that workplans reflect funder expectations
- Oversee the development of workplans, program plans, evaluation plans and risk management strategies
- Review evaluation tools and results on a regular basis
- Ensure intake forms collect all pertinent information required by funder and are tracked & reported on monthly/quarterly basis
- Other duties as assigned

Case Management

- Conduct intake assessments with eligible newcomer adults and youth in the community
- Maintain and update case management systems as per funder & agency requirements
- Support newcomers in one-to-one settlement counseling sessions and support them in developing settlement plans
- Support overall transition, resilience and integration of newcomer clients and their families into their communities
- Ensure case management reaches targets as set by funders and external funding agreements
- Collaborate with other agency staff regarding intake and referrals
- Provide informal counseling at individual and group levels
- Put systems in place for follow-up with clients to ensure they are receiving adequate supports

Community Development & Partnership-Building:

- Develop links to newcomer organizations, women's organizations, schools, community agencies, recreation centres, libraries, places of worship, police, local mall, plazas, etc. within the Malvern community to create/maintain formal and informal partnerships
- Ensure the agency's on-going support of, participation in and liaising with relevant networks in north-east Scarborough
- Identify partnerships that will enhance programming and outcomes for newcomers
- Participate in relevant networks in the community, agency committees, and other Scarborough-wide networks

Outreach

- Plan, oversee and monitor the department outreach plan
- Identify and conduct outreach sessions at high traffic locations in the community
- Develop, link, and network with local schools, community agencies, and other institutions/stakeholders in the north-east Scarborough for the purposes of outreach
- Ensure that volunteer outreach targets are met
- Ensure that appropriate marketing materials are developed for the department
- Conduct and host presentations regarding newcomer and settlement services when required

Program Design, Delivery & Program Evaluation

- Work with team to ensure that program development, program outcomes and evaluation are consistent with program objectives, targets and community needs
- Administer surveys and program evaluation forms as per funder and agency requirements
- Ensure that programming is consistently evaluated using best practices
- Make recommendations to team and other departments regarding evaluation findings where appropriate
- Work with team to ensure the development of age-appropriate and culturally-appropriate programming

Necessary Skills/Qualifications:

- A minimum of 2 years of experience or education in newcomer and settlement services, social work, or other relevant field
- Supervisory experience an asset
- Proficiency in any one or more of the following languages: Bengali, Tagalog, Urdu, Tamil, Arabic
- Consistently models and inspires high levels of integrity in speech and actions
- 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 occasional 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 contract position at 37.5 hours/wk covering a maternity leave. Start and end dates to be determined.

Accountability:

Position will report to the Manager of Community & Family Programs & Services.

Closing Date: November 8, 2019 at 12:00pm

Malvern Family Resource Centre is an equal opportunities employer. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted. If you are contacted by MFRC regarding a job opportunity and need accommodation through the hiring process, please contact us at aoda@mfrc.org (This address is for accommodation inquiries ONLY. Resumes sent to this address will not be considered.)