



Malvern Family Resource Centre

90 Littles Road, Scarborough, ON M1B 5E2

☎ (416) 284-4184 ★ Fax 416-293-1997

Website: www.mfrc.org ★ Email: mail@mfrc.org

SETTLEMENT WORKER JOB DESCRIPTION

Position: Settlement Worker
Department: Newcomer & Settlement

Summary:

Develop and implement overall outreach strategy and programming activities that support the needs of newcomers to help them integrate into their new communities. This work will include one-on-one support services, referrals, program development & group session facilitation, program evaluation and translation supports. This position will involve travel around the community to increase the visibility of the project and to connect with newcomers, with occasional evening and weekend work.

Responsibilities:

Program & Service Planning, Delivery and Facilitation

- Develop culturally appropriate online, telephone and in-person programs and services that meets the needs of newcomer and refugee families, women and youth across North-East Scarborough
- Facilitate orientation to Ontario workshops series, conversational English classes, and drop-in skill-building & community connections programs with youth, adults and families.
- Support overall transition, resilience and integration of newcomer families youth and their families through programs and service provision including developing individualized settlement plans and one to one case management
- Works within broader settlement and community teams for collaborative workshops and other educational activities that can further support newcomer families from a holistic framework
- Ensure programming reaches participation targets as set by supervisor and external funding agreements
- Collaborate with other agency staff regarding intake and referral
- Conduct ongoing program and participant satisfaction as well as other evaluations
- Collaborate and plan with other members of the Newcomer team to ensure all newcomer client needs are met

Administration

- Report regularly on achievement of deliverables with respect to funded settlement activities
- 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
- Other duties as assigned

Outreach

- Develop and implement an outreach plan including activities to support newcomers and their families in the community
- Liaise, and network with local schools, community agencies, and other institutions/stakeholders in north-east Scarborough
- Reach out and connect with potentially isolated or at-risk newcomers
- 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's approval
- Translate materials when required

Other Responsibilities:

- Keep current on community development trends and research as well as current events that impact the local neighbourhood
- Participate on relevant Board of Director and staff committees
- Attend all meetings required by funders, agency staff meetings, training sessions and other MFRC related events.



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

☎ 416-281-1376 FAX 416-281-8898

"Strengthening Families is Our Business"

Necessary Skills/Qualifications:

- A minimum of 2 years of experience or education in social services, newcomer and settlement services, and/or community development, ability to work with and relate to diverse groups
- Oral/Written Proficiency in any one or more of the following languages an asset: French, Ukrainian, Tagalog, Arabic, Mandarin, Cantonese
- Experienced in offering case management on a one to one basis to newcomers (including assessments, information & referral)
- Experience in providing services through in-person, videoconferencing (ZOOM) and telephone
- 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 and independently
- Good working knowledge of computers and appropriate software (MS Word, Excel, Powerpoint etc.)
- Valid Driver's License with access to a car an asset
- Commitment to anti-racism and non-discrimination practices
- Ability to comply with polices regarding confidentiality, privacy and record keeping
- Must be willing to work flexible hours including evening and weekend work.
- Criminal reference check is required
- Assists with other duties as required or as assigned
- Provide us with a COVID-19 proof of vaccination for both doses and any other booster doses as required by government legislation.

Salary and Hours of Work:

- \$41,925 per year plus benefits
- 37.5 hours per week including evening and weekend work as needed.

Accountability:

Position will report to the Newcomer Program Supervisor within the Community & Family Programs and Services department.

Working Environment:

- Good working environment
- Evening and weekend work as required
- Works a blend of remote from home and in-office as per agency needs
- Works with interruptions in a busy Centre
- Shared office space
- Abides by Malvern Family Resource Centre's policies and procedures
- Travel required to work at satellite sites, purchase program materials/supplies and for community outreach

Job responsibilities are subject to change under the direction or assignment of the Executive Director, in consultation with the Board of Directors.

Closing Date Friday, April 1st 2022 at 12pm- Please send resume and cover letter as one document with your name appearing 'First Name Last Name – Settlement Worker' as the attached file name in .doc or .pdf format by e-mail to cmwanza@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. If you are contacted by MFRC regarding a job opportunity and need accommodation through the hiring process, please contact us at aoda@mfrfc.org (This address is for accommodation inquiries ONLY. Resumes sent to this address will not be considered.)