Settlement Counsellor

Competition #2019-086-CP

Employment Type: Contract (ending March 31, 2020), Bargaining Unit
Work Hours: 34 hours/week – Some evening and weekend work required
Salary: G8 - $27.34/hour
Application Deadline: July 10, 2019 by 11:59 pm

Who We Are
A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 81st year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We’re a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Program Overview – Newcomer Programs & Services, Community Programs
WoodGreen’s Newcomer Programs and Services provides support and help to newcomers throughout their settlement and integration process. Funded by the three levels of government, we provide settlement services, language programs, job search services, employment bridging programs, mentorship programs, networking activities, and social and recreational activities.

What You Will Do
- Provide one-on-one support to newcomers and families in their settlement and integration.
- Engage clients in a holistic intake and assessment process to identify and prioritize settlement needs individually and for the family and develop settlement plans based on identified needs.
- Identify, link, and coordinate referrals for clients to appropriate internal and external resources responsive to client needs, taking into consideration culture, language, and background.
- Actively work with external service providers and government agencies to maximize newcomers’ access to resources.
- Support clients in breaking isolation and engaging in appropriate social networks and supports.
- Plan, develop, facilitate, and evaluate group programs and activities including online workshops.
- Plan, implement, and evaluate outreach plan that promotes the range of opportunities available to newcomers and their families.
- Engage in all aspects of program monitoring and evaluation.
- Maintain accurate, up-to-date records, including statistical data, reports, and data entry to relevant data management systems.
- Meet the prescribed target for clients and related services.
What You Bring to the Team

- Bachelor Degree in Social Work, Education, or a related discipline
- Minimum of two (2) years’ experience working one-on-one to provide settlement services to newcomers including refugees.
- Second language required, preferably Tamil, Urdu, Gujarati, Farsi, or Tagalog.

What Will Set You Apart

- Experience working with low-income, multi-racial, multi-lingual immigrant and refugee communities.
- Well-developed interpersonal and relationship building skills and the ability to establish rapport and effective communication with clients, staff, volunteers, and agency partners.
- Strong knowledge of needs and issues of newcomers, immigrants, and refugees.
- Cultural sensitivity and ability to communicate with clients from diverse cultures and backgrounds.
- Demonstrated experience in case management and supportive counselling.
- Strong intake and assessment skills and demonstrated information and referral skills.
- Experienced in workshop development, evaluation, and facilitation.
- Knowledge of resources for all newcomers including refugees.
- Demonstrated ability to work and cooperate in a team environments.
- Strong organizational/planning skills and the ability to meet deadlines.
- Strong computer, documentation and data collection skills to inform program needs and meet organizational and funder requirements.

Why You’ll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community. We offer:

- Competitive salary/excellent benefits for full-time, contract (1+ year), and PSW employees
- Ongoing training and opportunities for career advancement within the organization
- Formal staff recognition and appreciation programs
- Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, quoting the competition # in the subject line, as follows:

WoodGreen employees ONLY to: hrjobs@woodgreen.org
External applicants to: achoo@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.