

March 31, 2025

**Job Posting**  
**(Internal & External)**  
**Digital Support Worker**  
**(1-Year Contract - Full-time)**

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to facilitate the well-being of diversified communities through social services. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking one a 1-year contract - full-time Digital Support Worker in our York Centre. This role supports newcomers in accessing and navigating, IRCC- related resources and services by providing both in-person and online assistance. The position helps bridge digital gaps and enhance the settlement services and community connections activities for newcomer in our service location in York Region to ensure that they are aware of community services and also help connect them with Canadians and local resources.

The details of this job posting are listed as follows:

<b>Job Title:</b>	Digital Support Worker (1-Year Contract)	<b>Unit:</b>	Settlement
<b>Hours of Work:</b>	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	<b>Application Deadline:</b>	April 18, 2025
<b>Location:</b>	In-person, TCCSA Service Locations in York Region		
<b>Salary Range:</b>	\$27.84 to \$29.23 per hour (based on experience)		
<b>File #:</b>	#07-25		

**Essential Duties and Responsibilities:**

- Develop and deliver accessible digital content using various tools and platforms to help newcomers understand and utilize IRCC resources;
- Support and guide newcomers in accessing online platforms, navigating digital services, and applying for IRCC-related services;
- Provide one-on-one and group sessions, both online and in-person, to enhance newcomers' digital literacy and confidence in using online services;
- Provide personalized assistance to access newcomers' digital needs and connect them to appropriate settlement services;

- Offer ongoing support to address challenges with device, platforms or digital content;
- Help newcomers identify and use community-based resources that promote digital literacy and facilitate their settlement journey; Engage the community to raise awareness of digital support programs and resources and ensure access for newcomers;
- Participate in workshops and community outreach events to promote digital skill development and enhance service reach;
- Contribute to program improvement by providing feedback based on client experience, technology trends, and emerging needs;
- Track and report program outcomes to stakeholders, ensuring alignment with settlement service goals and digital literacy objectives;
- Support TCCSA staff in delivering programs and services through online platforms;
- Connect newcomer clients with TCCSA via our agency's website and other social media channels;
- Create and share engaging digital content to promote TCCSA's programs and services across various social media platforms, enhancing visibility and community outreach;
- Plan, organize, facilitate, implement and evaluate in-person and online community connections activities for newcomer clients to connect them with their new community in their settlement and integration process;
- Organize and conduct training sessions for staff and volunteers on digital tools and platforms, including topics such as effective use of digital communication, managing digital fatigue, adapting to new online environments, and fostering virtual community engagement;
- Monitor program activities, budget and expenses as directed;
- Update and maintain program-related data and tracking history in agency's database, prepare and submit timely statistical and progress reports;
- Ensure collection and entry of service data into iCARE and SharePoint and other funding reporting systems on a regular basis;
- Ensure program and service contents are culturally sensitive to service recipient, and relevant to funders' priorities and the needs of newcomers;
- Positively represent TCCSA and promote programs and services in the community;
- Keep the team updated on all new information and be cooperative in the maintenance of information by tracking government policies and community resources in order to effectively inform and refer clients;
- Attend internal/external meetings as required;
- Establish and maintain excellent working relationships and communication with internal and external groups to provide service to special newcomer groups;
- Must be available to work evenings and weekends as needed to support program and service delivery, as well as outreach activities;
- Work in all TCCSA service locations and itinerant service locations as assigned;
- Responsible for carrying out the above responsibilities and all other duties as required by TCCSA.

### Qualifications

- University degree or equivalent in Social Sciences or a related discipline;

- Minimum 2 years of work experience in the settlement and/or community service is required;
- Knowledge of best practices for social media platforms such as Facebook, Twitter, Instagram, and LinkedIn;
- Excellent knowledge and experience in working with diverse cultural and social backgrounds of communities, including newcomer/refugee/at-risk/low-income children, youth and families;
- Understanding of, and sensitivity to the needs of newcomers, especially children, youth and their families in the various ethnic communities in York Region;
- Excellent understanding of settlement and integration issues of new immigrants in general, and in particular in relation to newcomer children, youth and their families;
- Be innovative and knowledgeable and experienced in program design, activity organization, group facilitation and community outreach;
- Excellent knowledge of government and community resources;
- Effective communication skills to work with clients from diverse cultural backgrounds;
- Demonstrated interview, assessment, analytical and problem-solving skills;
- Good organizational skills, ability to multi-task while maintaining accuracy in data collection and reporting;
- Excellent inter-personal skills; demonstrated teamwork experience and ability to establish and maintain excellent working relationships with stakeholders;
- Possessing special talents and accomplished skills in life skills facilitation, performing arts, sports, etc; excellent children and youth programming skills;
- Having a great deal of resilience;
- Proficiency in written and spoken English, as well as a second language commonly used by clientele, such as Cantonese, Mandarin, Farsi, Dhari, Korean, South Asian languages;
- Proficiency with OCMS, MS Office, Google Services, Zoom, other videoconferences and social media that facilitate work, communication and online marketing, knowledge in graphic software such as Canva is an asset;
- Confident and experienced in virtual service delivery is preferred;
- Ability to work effectively both independently and as part of a team in a diverse, multicultural environment;
- Must be available to work evenings and weekends as needed to support program and service delivery, as well as outreach activities;
- Must be legally entitled to work in Canada;
- Proof of a clear “Vulnerable Sector Screening” with a local police service is mandatory;
- Able to travel in the GTA, has a valid Ontario Driver’s license and access to a car is preferred.

## Application

Please send resume and cover letter to TCCSA through email: [recruit@tccsa.org](mailto:recruit@tccsa.org) by **5:00 pm on April 18, 2025**

Applicants should quote **File #07-25 Digital Support Worker (1-Year Contract)** on the application.

We thank you to all those who are interested in this position. Only selected candidates will be contacted for an interview. No telephone call inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.