

March 31, 2025

**Job Posting**  
**(Internal & External)**  
**Settlement Worker – Wellness Services (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 a full-time Settlement Worker – Wellness Services to be responsible for providing settlement services and community connection activities for newcomer children, youth, and families in our Peel Centre. The worker will focus on enhancing the well-being, settlement success, and social integration of newcomers by promoting wellness services and fostering strong community connections with Canadians and local resources

The details of this job posting are listed as follows:

<b>Job Title:</b>	Settlement Worker – Wellness Services	<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 Peel Centre		
<b>Salary Range:</b>	\$54,288to \$56,998 per annum (based on experience) Comprehensive benefits including health, dental and Group RRSP plan		
<b>File #:</b>	#12-25		

**Essential Duties and Responsibilities:**

- Provide individualized short-term wellness support for newcomers by identifying challenges, setting goals, and offering practical options to address their concerns;
- Collaborate with community partners, local healthcare providers, schools, and wellness organizations to bring wellness-related resources and guest speakers to newcomer communities while ensuring their needs are met;
- Demonstrate cultural sensitivity and respect for diverse backgrounds by tailoring wellness-related programs to meet the specific needs of the community;
- Provide holistic case management and client-centered supportive counseling to newcomer children, youth and families by conducting client need assessments, information and orientation services, and personalized settlement plans;

- Help newcomers navigate community resources by providing interpretation, translation, and culturally sensitive support to minimize barriers such as languages, culture, and race;
- Facilitate appropriate internal and external referrals to a variety of community supports based on client needs and circumstances and provide supportive follow-up services;
- Collaborate with community partners, local healthcare providers, schools, and wellness organizations to bring wellness-related resources and guest speakers to newcomer communities while ensuring their needs are met.
- Offer support groups to newcomers, particularly seniors and their families, about coping strategies, support, skill-building and self-help opportunities;
- Advocate for clients by addressing barriers to accessing wellness and settlement services;
- Promote wellness education and awareness through workshops, presentations, and outreach activities that help reduce stigma and raise knowledge about available resources;
- Develop, organize, and facilitate information workshops focused on overall wellness, including stress management, building resilience, enhancing emotional well-being, and addressing stigma around personal challenges and life transitions;
- Create and distribute wellness and support resources through community events, presentations at local venues, places of worship, and businesses;
- Organize and conduct training sessions for staff and volunteers on wellness-related topics, including stress management, adapting to new environments, and building community connections;
- Monitor program activities, budget and expenses as directed;
- Keep and maintain records in a timely and professional manner;
- 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;
- 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;
- 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 Work, Psychology, Social Science, or a related discipline. Relevant combination of training and experience will also be considered;
- Minimum 2 years of work experience with youth, women and families with complex needs;
- 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 newcomer children, youth and their families in the various ethnic communities in Peel 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, supportive counselling, 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 and other is required;
- 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;
- Ability to use technology and applications/platforms to support program functions;
- 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 #12-25 Settlement Worker – Wellness Services** 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.