

May 2, 2025

Job Posting **(Internal & External)**

Settlement Worker - Newcomer Women and Families 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 one full-time Settlement Worker – Newcomer Women and Families Services to provide settlement services and community connections activities for newcomer in our York Centre to ensure that they are aware of and enabled to access the full array of community services and also help connect them with Canadians and local resources.

The details of this job posting are listed as follows:

Job Title:	Settlement Worker - Newcomer Women and Families Services	Unit:	Settlement
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Application Deadline:	May 23, 2025
Location:	In-person, TCCSA York Centre		
Salary Range:	\$54,288 to \$56,998 per annum (based on experience) Comprehensive benefits including health, dental and Group RRSP plan		
File #:	#15-25		

Essential Duties and Responsibilities:

- To plan, organize, facilitate, implement and evaluate in-person and online community connections activities for newcomer women and their families to connect them with their new community in their settlement and integration process;
- To provide holistic case management and client-centred supportive counselling to newcomer women and their families by conducting client needs assessments, information and orientation services, and personalized settlement plans;
- To facilitate appropriate internal and external referrals to a variety of community supports based on client needs and circumstances and provide supportive follow-up services;
- To create and support the implementation of a meaningful mentorship program by recruiting and matching skilled mentors with newcomer women and their families;

- To keep abreast of the needs of and extend outreach to multicultural newcomer women and their families;
- To recruit clients for in-person and online community connections activities;
- To facilitate access to needed services and resources where there are barriers due to language, culture and race by providing interpretation or translation;
- To monitor program activities, budget and expenses as directed;
- To keep and maintain records in a timely and professional manner;
- To update the clients' database (OCMS), report all relevant data into iCARE on a regular basis;
- To prepare and submit timely statistical and progress reports as required;
- To ensure programs and services are culturally sensitive to service recipients, and support unit goals;
- To ensure program and service contents are relevant to funders' priorities and newcomers' settlement needs;
- To establish and maintain excellent service quality for clients;
- To positively represent TCCSA and promote programs and services in the community;
- To 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;
- To attend internal/external meetings as required;
- To establish and maintain excellent working relationships and communication with internal and external groups to provide service to special newcomer groups;
- To work in all TCCSA and itinerant service locations as assigned;
- To perform other duties as assigned by the supervisor.

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;
- Excellent knowledge and experience in working with diverse cultural and social backgrounds of communities, including newcomer/refugee/low-income women and families;
- Understanding of, and sensitivity to the needs of newcomer women 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 women 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;
- 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 able to work flexible hours, including some evenings, weekends and holidays;
- 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 by **5:00 pm on May 23, 2025**.

Applicants should quote file **#15-25 Settlement Worker - Newcomer Women and Families 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. Regrettably, we cannot accept telephone 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.