



Kababayan Multicultural Centre

1313 Queen St. West, Toronto, ON, M6K 1L8

Bathurst-Finch Hub, Suite 117/119, 540 Finch Avenue West, Toronto, ON, M2R 1N7

Job Title: Settlement Counsellor

Organization: Kababayan Multicultural Centre

Hours: Full-Time (37.5 hours/week, contract position until March 31, 2026)

Salary: \$29.00/ hour

Location: Hybrid work arrangement — 3 days on-site [1313 Queen Street West (2 days) and at 540 Finch Avenue West (1 day)] and 2 days work-from-home. *This schedule is fixed and non-negotiable.*

About Us:

Kababayan Multicultural Centre (KMC) is a dedicated non-profit settlement organization that aims to empower the immigrant community by providing effective and client-centered programs and services accessible to all. We are committed to helping newcomers and immigrants start their new life in Canada by providing relevant information and services such as newcomer orientation sessions, settlement and employment counselling, skills training, English conversation circles, community connections and more.

Job Overview:

The Settlement Counsellor plays a crucial role in supporting newcomers, immigrants, and refugees as they adapt to life in Canada. The role involves providing needs assessments, one-on-one counselling, facilitating group workshops, and connecting clients with community resources and services. Working from a client-centered, anti-oppressive, and culturally responsive approach, the Settlement Counsellor empowers clients to navigate settlement processes, access essential supports, and achieve their goals of social and economic integration.

Key Responsibilities:

- Conduct needs assessments with clients, identifying their settlement goals, strengths, challenges, and support needs.
- Provide direct support through one-on-one counselling, offering guidance on settlement processes such as housing, education, health care, employment, and legal services.
- Collaborate with clients to create individualized action plans outlining specific goals, timelines, and strategies for achieving successful settlement outcomes.
- Refer clients to internal and external programs, services, and community supports, ensuring seamless connections to appropriate resources.
- Maintain regular follow-up with clients to track progress, address barriers, and adjust support plans as needed.
- Facilitate group workshops and information sessions on topics related to settlement.
- Develop and maintain partnerships with other service providers, community organizations, schools, libraries, and other local stakeholders to enhance support for clients.
- Participate in community events, fairs, and outreach activities to promote KMC's settlement services and support community engagement.
- Maintain detailed case notes, client records, and ensure accurate data entry into the iCARE system for funder compliance.
- Prepare monthly, quarterly, and annual reports for Executive Director on progress of client services, targets and activities



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- Support program evaluation activities, including collecting feedback from clients and contributing to reports required by government funders.
- Stay updated on settlement and immigration trends and challenges faced by newcomers, immigrants and refugees.
- Work closely with other staff and volunteers to ensure smooth program operations.
- Participate in staff meetings and professional development opportunities.
- Perform other duties as assigned to support KMC's strategic goals and community impact.

Requirements:

- Bachelor's degree in Social Work, Social Services or a related field. Equivalent experience will be considered.
- Minimum of 2-3 years of experience as a Settlement Counsellor, Case Worker, or similar role in the settlement sector.
- Strong knowledge of challenges facing newcomers and immigrants, government programs (IRCC, RAP, and other provincial/municipal supports), and local community resources.
- Proven ability to conduct outreach to clients and service providers to effectively promote KMC programs.
- Strong communication and interpersonal skills, with the ability to inspire and motivate clients, and the capacity to build rapport with staff, volunteers, community partners, and other stakeholders.
- Ability to work independently, actively seek new information, engage in self-directed learning, and build the connections necessary to support clients effectively.
- Excellent presentation and facilitation skills, with a demonstrated ability to engage and educate diverse audiences.
- Strong organizational and planning skills, with the ability to manage multiple tasks and priorities efficiently.
- Strong digital literacy skills, including proficiency in Microsoft Office, online meeting platforms (e.g., Zoom, Teams), and a willingness to learn and use a variety of digital tools and platforms, including document & client management systems (e.g. One Drive, CARMIS)
- Flexibility to work evenings and weekends as needed and the ability to work from any of the agency's sites.
- Experience with iCARE reporting is an asset.
- Fluency in Spanish and English preferred. Other languages commonly spoken by newcomers and immigrants are also encouraged to apply.
- Quick learner, team player, and self-motivated.

Application Process:

Please submit your **resume** and **cover letter** to info@kababayan.org

Kababayan Multicultural Centre is an equal opportunity employer. We welcome applications from all qualified individuals.

Application Deadline: May 21, 2025, 5:00 pm