

September 9, 2026

Job Posting
(Internal & External)
Relief Settlement Worker
(Full-time contract, until February 2027)

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 relief Settlement Worker position to provide settlement services and community connections activities for newcomers in our York Centre, Scarborough Centre and Toronto 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 the follows:

Job Title:	Relief Settlement Worker (Full-time contract until February 2027)	Unit	Settlement
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Application Deadline:	September 23, 2026
Location:	In-person, TCCSA York Centre, Scarborough Centre and Toronto Centre		
Salary Range:	\$27.84 - \$29.23 per hour (based on experience)		
File #:	File #12-26		

Essential Duties and Responsibilities

- Plan, organize, facilitate, implement and evaluate program activities for newcomers and their families to connect them with their new community in their settlement and integration process;
- Demonstrate cultural sensitivity and respect for diverse backgrounds by tailoring settlement-related programs to meet the specific needs of the community;
- Conduct group sessions and community social activities to foster connections and engagement;
- Conduct needs assessments and provide information and orientation services to support newcomer into their settlement journey;
- Offer holistic case management and client-centred supportive counselling to newcomers and their families and creating settlement plans based on individual needs;
- 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;
- Keep abreast of the settlement needs and trends, and extend outreach to newcomers and their families;
- Facilitate access to needed services and resources where there are barriers due to language, culture and race by providing interpretation or translation;
- Participate in agency and community event/fairs/outreach activities to engage newcomers and their families, and enhance access to settlement services;
- 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, OSMS, 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;
- Monitor program activities, budget and expenses as directed;
- Keep and maintain records in a timely and professional manner;
- Establish and maintain excellent service quality for clients;
- Positively represent TCCSA and promote programs and services in the community;
- Develop and strengthen/ maintain partnerships and collaborations with various community stakeholders to provide information and orientation and group activities for newcomers;
- Keep the team updated on all new and relevant information and be cooperative in maintaining accurate and up-to-date information by tracking government policies and community resources;
- Provide timely updates on policy changes and available services to support efficient client referrals;
- 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;
- Work in all TCCSA service locations and itinerant service locations as assigned;
- Must be available to work evenings and weekends as needed to support program and service delivery, as well as outreach activities;
- To perform other duties as may be assigned by supervisor.

Qualifications

- University degree or equivalent in Social Sciences or a related discipline;
- Minimum 2 years of work experience in 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 and Toronto 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 interpersonal 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 submit application through email: recruit@tccsa.org. by 5:00 pm on September 23, 2026

Applicants should quote file #12-26 Relief Settlement Worker on the application.

We thank you to all applicants who are interested in this position. Only selected candidates will be contacted for interview. Regrettably we cannot accept telephone enquiries.

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.