November 16, 2026

Job Posting
(Internal & External)
Settlement Worker – Wellness Services - Newcomer Children, Youth, and Families
(Part-time Contract, until March 31, 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 two part-time Settlement Worker – Wellness Services - Newcomer Children, Youth, and Families is responsible for providing support to newcomers and their families in York Region with their settlement and well-being needs. This role focuses on helping clients navigate cultural adaptation, access community resources, and improve overall well-being for successful integration.

The details of this job posting are listed as follows:

Job Title:	Settlement Worker – Wellness Services - Newcomer Children, Youth, and Families	**Unit:**	Settlement
Hours of Work:	30 hours/week (required to work irregular hours including evenings, weekends and some holidays)	**Application Deadline:**	November 30,2026
Location:	In-person, TCCSA York Centre		
Salary Range:	$27.84 to $29.23 per hour (based on experience)		
File #:	#16-26		

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;
- Plan, organize, coordinate, and facilitate community events, outreach activities, and large-scale events that promote wellness, social inclusion, community engagement, and connection among newcomer children, youth, families, and the broader community;
- 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 seniors, 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 Sciences, or a related discipline. Relevant combination of training and experience will also be considered;
- Minimum 2 years of work experience with newcomers or marginalized populations, specifically in settlement services and wellness support. Proven ability in program organization, supportive counselling, and community outreach;
- Knowledge, understanding and sensitivity to issues affecting immigrant and refugee communities;
- Excellent knowledge of government and community resources supporting wellness and settlement services for newcomers.
- Demonstrated interview, assessment, analytical and problem-solving skills;
- Excellent inter-personal skills; demonstrated teamwork experience and ability to establish and maintain an excellent working relationship with stakeholders;

- Effective communication skills to work with clients from diverse cultural and socio-economic backgrounds;
- Excellent organization skills, ability to multi-task while maintaining accuracy;
- Ability to work effectively both independently and as part of a team;
- Proficiency in written and spoken English, as well as a second language commonly used by newcomers and refugees – For example, Chinese, Faris, or one of the South Asian languages;
- Proficiency with OCMS, MS Office, Google Services, Zoom, and other videoconferences, that facilitate work and communication, knowledge in graphic software such as Canva is an asset;
- Confident and experience in virtual service delivery is an asset;
- Ability to use technology and applications/platforms to support program functions;
- Ability to perform detailed planning, information analysis, and report preparation;
- Ability to work effectively both independently and as part of a team;
- 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 an asset.

How to Apply:

Please send resume and cover letter to TCCSA through email: recruit@tccsa.org by **5:00 pm on November 30, 2026.**

Applicants should quote **File #16-26 Settlement Worker – Wellness Services - Newcomer Children, Youth, and Families** 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.