

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2022-248**

<b>POSITION TITLE:</b> Contract Community Worker, Settlement - LGBTQ+	
<b>DEPARTMENT:</b> Newcomer Services	<b>STATUS:</b> Contract Full-time, CUPE 2289
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> ASAP till November 24, 2023, or the return of the incumbent
<b>REPORT TO:</b> Senior Manager, Newcomer Services	<b>HOURLY RATE:</b> \$27.55
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Community Worker, Settlement - LGBTQ+ will work with vulnerable newcomers, including but not limited to those identifying as LGBTQ+ to assist with their social, cultural, economic and political integration into the community by providing information & referral services, interpretation, one-to-one assistance and facilitating groups and forums. The position will develop new and co-ordinate existing resources to meet the settlement needs of immigrants and refugees. This position reports to the Senior Manager, Newcomer Services and is part of **CUPE Local 2289.**

### MAJOR DUTIES:

- Facilitate community integration and leadership through the development and implementation of social, recreational and educational programs for newcomers, focusing on those identifying as LGBTQ+;
- Provide settlement support, information and orientation services to newcomers to facilitate adjustment to the settlement process;
- Establish and maintain contact with newcomers, specifically those identifying as LGBTQ+, to assess their needs, identify strengths and barriers, and develop an individualized settlement plan by determining their goals, eligibility for services, making referrals to appropriate programs and services, and helping them make informed settlement decisions based on their needs and aspirations;
- Assist immigrants and refugees to navigate Canadian social and economic systems including immigration, education, health, housing, employment, financial, transportation and childcare;
- Provide short-term counselling, case management and crisis intervention to newcomers and refugees when necessary.
- Act as an intermediate in contacts between a client and a service provider, government representative or a third party professional.
- Assist Newcomer Services (NS) manager and settlement coordinator in the evaluation and development of programs based on community needs; brief manager or settlement coordinator on trends, shifts and notable dynamics in the LGBTQ+ newcomer community;
- Plan, organize, implement (including facilitation and co-facilitation) and evaluate Newcomer Orientation/Support groups;
- Network with relevant community groups and agencies to plan, implement and evaluate joint projects or services;
- Provide and maintain record of program supplies, materials and other resources;
- Assist in the preparation of grant proposals and reports;
- Maintain accurate program records and statistics and prepare required reports;

### REQUIREMENTS & QUALIFICATIONS:

- Child and Youth Worker Diploma from a recognized post-secondary institution or equivalent relevant education and experience
- A university degree in a human service field, and minimum 2 years working with vulnerable immigrants and refugees, or equivalent combination of education and training and practical experience in settlement related area
- Understanding of, and sensitivity to issues affecting diverse immigrant and refugee communities, specifically those identifying as LGBTQ+;
- Ability to carry out research and stay up-to-date on relevant resources and information;
- Understanding of trauma-informed care as it relates to settlement process of refugees and vulnerable newcomers;
- Lived experience as an LGBTQ+ newcomer to Canada is a strong asset
- Cultural competence and proven ability to work in a multicultural organization serving diverse ethno-cultural communities;
- Commitment to the values of social justice for vulnerable and marginalized populations and demonstrated practice working from an anti-oppression framework;

**To apply, submit your resume and cover letter with "TNG2022- 248" in the subject line of your email to:**  
**careers@tngcs.org**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement