



1200 Markham Road, Suite 214, Toronto, Ontario M1H 3C3
Tel: 416-431-4847 Fax: 416-431-7283 Website: www.safss.org Email: reception@safss.org

Settlement Counsellor (NSP)

Employer:

[Settlement Assistance and Family Support Services \(SAFSS\)](#)

Job city:

Scarborough

Job region:

Greater Toronto Area

Location:

1200 Markham Rd, Suite 214
Toronto, Ontario
M1H 3C3

Application Deadline: April 5, 2024

Job terms: part-time

Hourly Wage: \$29.74

Background:

Settlement Assistance and Family Support Services is a trusted not-for-profit social services agency that has been serving and advocating for newcomers, refugees and victims of all types of violence since 1989. The need to address Violence against Women was the seed of the organization's establishment. However, while the organization was initially founded to support women and children who were victims of domestic violence, it has since evolved and expanded its services to support other identified needs. Our trained staff provide a range of services to a diverse, multi-cultural and multi-lingual community in a responsible and professional manner in a safe non-judgmental and confidential environment that fosters trust, respect and collaboration.

Summary:

The NSP Settlement Worker will perform as a member of the settlement team to assist immigrant, refugee and their families in their settlement and integration process. He/she will be responsible for the following tasks and any other tasks deemed necessary by supervisor to carry out the responsibilities of delivering SAFSS programs and services:

Responsibilities:

- Provide assistance to newcomers to make informed decisions about their settlement and understand life in Canada
- Conduct series of needs assessments, referral activities that contribute to clients, SAFSS and NSP being aware of newcomer settlement needs, and referring clients to appropriate services and programs both within and outside of SAFSS. These services involve determining eligibility for services, assessing newcomers' needs, helping newcomers make informed settlement related decisions
- Provide information and awareness services through practical guidance to assist clients in coping with the problems of everyday living, e.g. housing, transportation, access to social and health services and more. This includes an introduction to the local community which would provide the newcomer with a sense of belonging to the new community and also provide information about their rights and obligations
- Conduct workshops and information sessions, write letters and conduct one-on-one interviews with newcomer families. Individually and in groups, the incumbent will plan, co-ordinate and implement settlement-related activities and presentations for large and small audiences
- Work with other departments within SAFSS to access resources that will help clients overcome settlement barriers

Direct Service Work with Newcomers/ Families

- Intake, assessing and creating action plans for clients
- Providing information and referral services, advocating, interpretation, case management
- Maintaining files and keeping information current
- Computer proficiency; working on a system wide database
- Working collaboratively with agencies and service providers in the Greater Toronto Area through outreach and promotional activities

- Maintaining a database of all services provided and preparing all necessary reports as required by SAFSS management including monthly/quarterly/annually progress reports and ensuring target deliverables as per funding contracts
- Attending team meetings, general staff meetings, and supervision and agency activities.
- Outreaching to newcomers in the community so that they become aware of and motivated to access SAFSS services
- Providing services in a supportive and sensitive manner maintaining client confidentiality
- Conducting itinerant services to better reach out to newcomer families at large
- Any other duty that supervisor/executive director may assign

Program Development

- Actively participate in settlement staff/SAFSS meetings
- Participate on committees, attend workshops, conferences and seminars as approved by the program manager

Administration

- Maintain and submit statistical information and reports as required by SAFSS and the funders
- Maintain overall management of client caseload
- Maintain updated information on services, resources and policies that are relevant to the settlement process
- Ensure appropriate and confidential handling of client information and files
- Submit regular administrative reports as required by SAFSS
- Comply with SAFSS personnel policy and Standards and Code of Conduct
- Comply with policies and protocols of the Ministry of Citizenship, Immigration and International Trade
- Maintain Lines of Communication and Lines of Responsibility
- Communicate regularly with the Program Manager and handle additional related tasks as required by Program Manager

Qualifications:

- Post-Secondary Education in a related field of social work
- Good verbal communication skills in English, Pilipino and/or Spanish (speaking/writing) and other languages are an asset
- Demonstrated experience working in the social services or a community-based organization



SAFSS

Settlement Assistance &
Family Support Services

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- 3 years working in the settlement service sector
- Strong interpersonal, organizational and customer satisfaction skills
- Knowledge of the social services/immigrant-serving sector of the GTA
- Successful project planning, implementing and marketing experience
- Sensitivity to and understanding of issues of concern to immigrants and refugees
- Team player; demonstrated proficiency in relationship building and maintain positive relationships with employers and clients
- Positive attitude toward change
- Initiative, energy and persistence in getting the job done
- Criminal reference check is required

Reports to: Settlement Program Manager

This is a part-time unionized position, based on a 10-hour week schedule from Monday to Friday.

How to apply:

Submit your resume & cover letter to: recruitment@safss.org

Your cover letter should be an answer to the following question. Please explain in no more than 500 words the role of a settlement counsellor and the process of settlement.

committed to an inclusive, equitable and accessible workplace. Accommodations are available on request for candidates taking part in all aspects of the selection process. To request accommodation, please contact the HR department at SAFSS.

Only applicants who will be interviewed are contacted.