

University Settlement

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Website: www.universitysettlement.ca
Charitable #: 119279412RR0001



University Settlement
Founded in 1910

Over 100 Years of Service in the Community

JOB TITLE/POSITION: Settlement and Social Services Coordinator
DEPARTMENT: Settlement and Social Services
REPORTS TO: Director of Language, Settlement and Social Services
DATE: Jan 23, 2023

ORGANIZATIONAL OVERVIEW:

University Settlement is a multi-service agency that was founded in 1910 and has the distinction of being the first community-based social service centre in the City of Toronto. University Settlement's three offices are part of culturally rich and vibrant neighborhoods in downtown Toronto and North York. With a full-time and part-time staff of approximately 150, University Settlement has developed programs to address the needs of more than 10,000 users annually through diverse areas such as settlement services, English language classes, senior services, youth programming, music and arts education, and daycare. In addition, our main site hosts a full recreation centre with pool, gym and fitness facility.

JOB FUNCTION:

To coordinate and supervise newcomer settlement services to both youth and adults.

QUALIFICATIONS:

- Degree in Social Work/Social Sciences or College Diploma in Social Services with at least 3 years' experience in leading a team in a diverse, multi-service, community based unionized setting
- Proven skill in writing proposals, reports; collecting and collating data; preparing monthly narrative and financial reports; and implementing policies
- Demonstrated ability to monitor, assess and evaluate various programs and develop appropriate assessment tools
- Proven skill in group facilitation, workshop material development and program evaluation
- Demonstrated success in service delivery to newcomers and other affected groups
- Demonstrated outstanding written and oral communication, organizational, interpersonal and analytical skills
- Experienced working in multicultural setting with staff, clients and volunteers who are from different ethno-racial backgrounds
- An understanding and knowledge of issues facing newcomers such as diversity, adaptation, employment, family stressors, social integration, substance abuse, racism and harassment
- Experienced in service and referral provision to newcomer clients
- Conflict resolution and conflict de-escalation skills
- Strong computer skills with knowledge of Windows, MS Office, and Internet
- Willingness to work in different location with flexible schedules, including evenings and occasionally weekends
- Ability to develop and maintain cooperation and openness, and work collaboratively with others to achieve University Settlement objectives

- Ability to recognize department and/or community needs/trends and develop appropriate methods to respond
- Ability to adjust to constantly evolving nature of environment and priorities and support the team when the need arises

RESPONSIBILITIES:

- Complete critical and routine activities relative to funding applications, including preparation, registration
- reports to the director for the optimizing operational effectiveness
- Ensure that services are provided in a way that satisfies established program objectives, requirements, outcomes and best practice guidelines
- Recruit, train and supervise staff/volunteers
- Plan, organize and facilitate workshops and other groups to deliver services to targeted groups of newcomer clients, i.e., women, youth, seniors and families to achieve specific goals
- Prepare monthly statistical records and reports, facilitate implementation of ICARES
- Prepare periodic reports relating to program updates, trends, etc. as required by management
- Prepare and/or participate in periodic internal/external assessment of program and services (e.g. client evaluations)
- Participate in community meetings to share information, identify shared concerns, articulate client's needs and establish services collaborations
- Participate in regular agency's departmental meetings to maximize service coordination among departments
- Arrange and prepare regular departmental meetings and professional development for staff
- Supervise staff and volunteers to ensure services are delivered seamlessly and professionally
- Attend regular supervision meetings and advise management on social trends that impact newcomers
- Participate in the planning, preparation and facilitation of University Settlement community events
- Work closely with department directors and managers to ensure department and program needs are met
- Evaluate the effectiveness of the program and suggest improvements
- Other duties as assigned by Director

TERMS OF EMPLOYMENT:

Police Reference Check, satisfactory to University Settlement is a requirement of this position. This position is contingent upon funding.

SALARY: \$48,739.60

SCHEDULE: 35 hours per week, Unionized Position

Please submit Resume by February 03, 2023 to:

jobs@universitysettlement.ca

- * University Settlement is an equal opportunity employer. We would like to thank everyone for submitting an application; only those chosen for an interview will be contacted.

Terms of Employment:

A Police reference check satisfactory to University Settlement is a requirement of this position.

All University Settlement employees are required to be fully vaccinated against COVID-19 as a condition of employment.