

# University Settlement

---

23 Grange Road, Toronto ON M5T 1C3  
Telephone: 416-598-3444 Fax: 416-598-4401  
Website: [www.universitysettlement.ca](http://www.universitysettlement.ca)  
Charitable #: 119279412RR0001



**University  
Settlement**

FOUNDED 1910

## *Over 100 Years of Service in the Community*

**JOB TITLE/POSITION:** Settlement Counsellor  
**DEPARTMENT:** Settlement and Social Services  
**REPORTS TO:** Director of Language, Settlement and Social Services  
**DATE:** March 01, 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:**

University Settlement's Language, Settlement and Social Services Department, is looking to hire a skilled individual with demonstrated experience in working with newcomers and refugees. The Settlement Counsellor will provide case management support for newcomers and a spectrum of settlement services to assist them in their settlement journey. The Settlement Counsellor should possess well-developed interpersonal, and relationship building skills and the ability to establish rapport and effective communication with clients, staff, volunteers, and agency partners from diverse cultures and backgrounds.

The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong communication, administrative, and organizational skills, and the ability to maintain a service-oriented approach in client service delivery.

### **RESPONSIBILITIES:**

#### **Individual Services to Newcomer clients**

- Provide one-on-one support to newcomers/families in their settlement and integration process
- Engage clients in a holistic intake and assessment process to identify and prioritize settlement needs individually and for the family and develop settlement plans based on identified needs
- Refer clients to appropriate internal and external resources responsive to client needs taking into consideration culture, language, and background
- Follow-up on client's progress, within reasonable timeframes, and provide intervention whenever necessary to ensure their adaptation needs are met
- Work with other staff and volunteers as a team member to ensure services are delivered seamlessly and professionally
- Keep current on all immigration and government services changes to ensure service quality

- Provide direct services such as form filling, translation, and interpretation
- Meet the prescribed target for clients and related services

### **Group Services to Newcomer clients**

- Plan, develop, facilitate, and evaluate group programs and activities (i.e. in-person & online workshops)
- Engage in all aspects of program monitoring and evaluation. Prepare and/or participate in periodic internal/external assessment of program and services (e.g. client satisfaction survey, focus groups etc.)
- Collaborate with University Settlement teams and other agencies to plan service to meet client needs

### **Outreach & Partnership building**

- Plan, implement, and evaluate an outreach plan that promotes the range of opportunities available to newcomers and their families
- Maintain all aspects of confidentiality relating to community partners, community members, and clients.
- Actively leverage internal programs/services and work with external service providers and government agencies to maximize newcomers' access to resources and to enhance services
- Participate in community meetings to share information, identify shared concerns, articulate client's needs, and establish services collaborations
- Participate in the planning, preparation, and facilitation of University Settlement community events

### **Reporting & Administration**

- Maintain accurate, up-to-date records, including statistical data, and complete reports, and enter data to relevant data management systems including iCARE/OCMS
- Manage and maintain case files and program statistics in a confidential and professional manner
- Participate in regular supervisory sessions with the Director, Language, Settlement and Social Services
- Prepare for and participate in periodic departmental staff training including cross-training and sharing of knowledge/experience
- Participate in regular agency's departmental meetings to maximize service coordination among departments
- Ensure the anti-racism objectives and community development principles of the organization are achieved within the program
- Train volunteers and coordinate with them
- Other duties as assigned by Director

### **QUALIFICATIONS:**

- Degree in Social Work/Social Sciences or College Diploma in Social Services with at least 2 years' experience working with newcomers towards their adaptation process
- Strong knowledge of needs, issues, and resources of newcomers, immigrants
- Proven experience working with low-income, multi-racial, multi-lingual immigrant communities
- Cultural sensitivity and ability to communicate with clients from diverse cultures and backgrounds

- Demonstrated experience in case management and supportive counselling
- Strong intake and assessment skills; demonstrated information and referral skills
- Experienced in workshop development, evaluation, and facilitation
- Cultural sensitivity and ability to communicate with clients from diverse cultures and backgrounds
- Demonstrated ability to work and cooperate in a team and cross team
- Strong organizational/planning skills and ability to meet deadlines
- Strong technology and documentation skills to inform program and meet requirements
- Fluent in English and ability to speak, read and write Farsi is mandatory. Other languages (Mandarin/Cantonese/Ukrainian/ Korean/ Japanese) are asset
- Conflict resolution and conflict de-escalation skills
- Strong computer skills with knowledge of Microsoft 365 and Internet
- Willingness to work flexible schedules, including evenings and occasionally weekends
- Must be open and willing to provide support other organizational needs

**TERMS OF EMPLOYMENT:**

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

**SALARY: \$48, 537.26**

**SCHEDULE:** 35 hours per week, Unionized

**Please submit Resume by March 15, 2023 to:**

[jobs@universitysettlement.ca](mailto: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.

\*\*\*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.