

**SOUTH ESSEX COMMUNITY COUNCIL**  
**POSITION DESCRIPTION**  
**INTERNAL/EXTERNAL POSTING**  
**JOB POSTING NUMBER –2023-58**

**POSITION TITLE: SETTLEMENT WORKER (TeaMWork)-Temporary Full-Time**

**POSITION SUMMARY:** Under the general supervision of the Settlement Services Department Coordinator, and the TeaMWork Project Leader, the Settlement Worker will assume the following duties and responsibilities:

- **Assist Temporary Foreign Worker clients, specifically those who are Spanish-speaking individuals, and those Temporary Foreign Workers who are from the Caribbean**
- To provide information and referral services, translation, initial intake and one-to-one counseling in settlement issues
- Assist clients in developing a Plan of Action to address individual settlement needs
- Monitor the Plan of Action and assist client through its completion
- Liaise and develop a rapport and trust with members of the local community, community leaders and other community services
- Maintain client files and assist in the collection of monthly statistics
- Administer client satisfaction surveys once per month
- Work in conjunction with the Department Coordinator Leader to ensure a team delivery approach to the sensitive needs of the clients served
- Participate in staff meetings, committees and other functions that relate to the program as assigned by the Program Leader and/or Department Coordinator
- Oversee the resource centre and related activities
- Participate in community outreach at local businesses, faith communities and events.
- To perform other duties as assigned.

**QUALIFICATIONS:**

- University Degree in a relevant field (psychology, social work, sociology, etc.)  
**OR**
- Community College Diploma in a relevant field (Social Service Worker or Settlement Worker, etc.)  
**AND**
- One to three years of demonstrated experience working with newcomers
- Demonstrated ability to conduct one on one assessment with culturally sensitive clients
- Demonstrated fluency (written, spoken, reading) in a 2<sup>nd</sup> language
- Demonstrated computer skills and communication skills

**HOURS AND SALARY:**

- 35 hours per week, Wednesday to Friday (12:30pm to 8:30pm) and Saturday/Sunday (10am to 6pm)
- Flexible hours may be required depending on the needs of the program
- \$24.00/hr, Rate of pay in accordance with CUPE 4523 Collective Agreement
- This is a temporary position ending March 2024
- **Fluency in Spanish is preferred**

**EXPECTATIONS:**

- Provide courteous, supportive and professional service at all times to clients, employers, coworkers and community partners
- Be attentive to detail and able to meet deadlines
- Work as part of a team and contribute to the smooth operations of the program
- Keep accurate and up-to-date program statistics

- Able to work in a busy and changing environment; capable of multi-tasking and of dealing with constant interruptions
- Communicate effectively and in a timely manner with clients and front-line staff
- Understand the mandate of the program and effectively communicate that mandate to clients, employers and community partners

**INTERNAL/EXTERNAL POSTING  
WITHOUT PREJUDICE**

Please submit resumes by 4:30 p.m.

Thursday, November 16, 2023

Jennifer Moore

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Manager of Human Resources

**PLEASE NOTE:**

*Please be sure to list all qualifications you possess as they relate to the qualifications in the posting.*

- All of the qualifications in the posting are deemed necessary to perform the work required of the position
- Interviews and practical assessments will be conducted to clarify qualifications
- SECC is committed to employment equity, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of racialized communities, indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity.
- Should you require an accommodation at any part of the application or interview process, please advise the Manager of Human Resources