



Job Title: SETTLEMENT COUNSELOR- FRANCOPHONE
Department: Newcomer and Settlement Department
Contract /Full time (35 hours per week)
Contract Start date: October 26, 2020; Contract End date: March 31, 2021
Reports to: Manager, Newcomers' Centre
DEADLINE TO APPLY: October 9th 2020

Background

ACSA is a nonprofit, multi service agency addressing needs and empowering children, youth, newcomers, homeless, and otherwise underserved communities. ACSA is looking for a skilled individual with experience working with Francophone newcomers and communities in Ontario to fill the position of Settlement Counselor- Francophone. The Settlement Counselor will provide Francophone newcomers with case management support, referral to various community resources and training to increase soft skills.

Summary of Job Functions

- Provide a spectrum of settlement services to newcomers in English and French;
- Plan, organize, implement and evaluate community-based settlement services and integration programs for Francophone newcomers including Francophone LGBTQ+;
- Work collaboratively with Newcomers' Centre staff and external community partners to develop partnerships and programs that will enhance community based programs and services for Francophone newcomers;
- Plan, facilitate and evaluate life skills courses and orientation workshops;
- Responsible for related administration, systems and organization to support work, including maintaining up-to-date knowledge of social service programs for Francophone community linking to first language and settlement community groups; maintaining client files, program statistics and compliance with privacy legislation;
- Assist in other wrap-around support for newcomers (i.e. food delivery for newcomers, webinars, language support, etc.).

Key Responsibilities

- Provide case management services, counseling, referral, advocacy and orientation services to Francophone newcomers;
- Develop action plans, monitor participant progress and provide follow up planning and support & maintain confidential client files;
- Provide interpretation services and assist with filling out forms;
- Provide information and referral services for participating clients to other programs and services in the community and government offices;
- Plan, organize, implement and evaluate community-based settlement services and integration programs for new immigrants including adults, women, families, youth, LGBTQ+, and seniors to promote self-advocacy and full participation in Canadian Society;

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- Conduct community outreach, identifying individuals and families needing services, and support their connection to community services;
- Manage and maintain case files and program statistics in a confidential and professional manner; track data / statistics; prepare and submit reports;
- Work collaboratively with Newcomers' Centre staff and external community partners to develop partnerships and programs that will enhance community based programs and services for newcomers;
- Plan, facilitate and evaluate life skills courses and orientation workshops;
- Responsible for related administration, systems and organization to support work, including maintaining up-to-date knowledge of social service programs for immigrants, linking to first language and related settlement community groups; maintaining client files, program statistics and compliance with privacy legislation;
- Enter client information in the database on a timely manner;
- Prepare and write high quality case management reports and other reports required by the Project;
- Conduct outreach to reach out to a larger population of Francophone newcomers;
- Assist in organizing events and conducting outreach for Francophone newcomers;
- Work in partnership with ACSA staff and community members in coordinating large and small community meetings, events and festivals;
- Participate in monthly ACSA staff meetings, program meetings, trainings and professional development, and other special events and fundraising events throughout the year;
- Protect own health and health of others by adopting safe work practices, reporting unsafe conditions immediately. Follow all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act;
- Work on flexible hours including evening and weekend work schedule;
- Assist and participate in ACSA's fundraising activities including attending events and collecting donations.

Qualifications/Skills Required:

- Post-secondary education in Social Work or Community/Social Services;
- **Bilingual in English and French is mandatory;**
- Extensive understanding of the newcomer experience including an awareness of diversity issues and an ability to work from a cross-cultural perspective;
- Demonstrated experience or social/professional network with Francophone newcomers and community resources;
- Extensive knowledge of Francophone organizations serving newcomers;
- Strong written and verbal communication skills in English and French;
- Must have the ability to work as part of a team as well as in unsupervised situations;

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- Knowledge of and experience working with other service providers serving Francophone newcomers;
- Knowledge and experience working with Francophone LGBTQ+ newcomers is an asset
- High level computer skills;
- High level case management and report writing skills;
- Excellent internal and external customer service focus;
- Extensive experience in cross-cultural counseling;
- Demonstrated ability to work effectively in a fast paced environment
- Ability to work both independently and as part of a team with minimal supervision;
- Excellent writing and time management skills;
- Communicate effectively with clients and colleagues;
- Ability to work flexible hours, evening and occasional weekend work
- Ability to lift items (donations) of 20 lbs or more;
- Ability to provide wrap around support such as food delivery, language support, digital training, etc. if needed;
- Driver's license G2/G and access to a car is an asset
- **Francophone newcomers with skills and experience relevant to the job are encouraged to apply**
- **LGBTQ+ newcomers are encouraged to apply**

Please apply by email (cover letter & resume in one attachment) to:

Attention: Jamillah T. Mananghaya-Poernama, Manager

Email: mjamillah@agincourtcommunityservices.com

Please quote : **Settlement Counselor - Francophone**

No phone calls please.

ACSA is an equal opportunity employer and welcomes applicants from all communities inclusive of race, culture, religion, gender, sexual orientation and with differing abilities.

We thank all applicants for their interest in the position. However, only shortlisted applicants will be contacted for an interview.

If you are contacted by ACSA regarding a job opportunity and need accommodation throughout a hiring process, please contact Yelena Galochkina, HR Generalist at gyelena@agincourtcommunityservices.com. **This address is for accommodation inquiries ONLY. Job applications sent to it will not be considered.**

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