



**South London Neighbourhood Resource Centre
Newcomer Settlement Services**

Program Support Worker

Report to: The Settlement Support Worker (two positions) will be an employee of the South London Neighbourhood Resource Centre (SLNRC). Day-to-day supervision/consultation will be provided by the Director of the Newcomer Settlement Services in the form of formal supervision meetings as well as informal support as requested by the worker.

Commitment:

This is a part time position for (16 hrs./week) that will include working evenings from 5 – 7 pm and Saturdays 9 – 4 pm at SLNRC site and another similar position at Westmount Shopping Centre site

Salary: \$21.50/hr.

Responsibilities

- ✓ Welcome newcomers in a warm and friendly manner and respond to their needs
- ✓ Attract participants by implementing an effective program promotion
- ✓ Assist with a variety of administrative tasks such as photocopying, faxing and directing phone calls
- ✓ Provide information to newcomers in a timely manner
- ✓ Direct newcomers and families to scheduled programs and services
- ✓ Provide follow-up with clients
- ✓ Accept other duties as assigned by the Director of the Newcomer Settlement Services

Qualifications:

- ✓ Social worker diploma or related field
- ✓ Minimum one year experience in administrative position is an asset
- ✓ Thorough knowledge of settlement issues facing refugees and new immigrants
- ✓ Experience in conducting various methods of outreach
- ✓ Good written and oral communication skills in English is required
- ✓ Must be competent in Microsoft Office applications such as Word and Excel
- ✓ Ability to work with a diverse population
- ✓ Strong communication and organizational skills
- ✓ Highly motivated and a self- starter
- ✓ Ability to work independently as well as within a team

- ✓ Responsible, trustworthy, approachable and friendly
- ✓ Organized and comfortable with promotion and report writing
- ✓ Ensure appropriate and confidential handling of client information
- ✓ Wears a name badge.
- ✓ Provide a current Vulnerable Sector Check
- ✓ Attends staff meetings and training opportunities
- ✓ Operate in accordance with policies, procedures, guidelines and protocols of the SLNRC
- ✓ Participate as a member of SLNRC team by furthering collective team goals.
- ✓ Must have a registered Social Insurance Number and eligible to work in Canada

This is an Internal and External posting. If you are interested in applying for this position, please submit your resume and a detailed cover letter by EMAIL ONLY by September 13, 2021 (5:00pm deadline) to: Vincent Tao, Administration Coordinator at: Vtao@slnrc.ca

We work together to empower and enrich the neighbourhood in an inclusive environment