

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2025-208**

<b>POSITION TITLE:</b> LGBTQ+ Settlement Worker	
<b>DEPARTMENT:</b> Newcomer Services, Community Development and Women's Programs	<b>STATUS:</b> Contract Full-time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> February 13, 2026 until August 13, 2027 or until the return of the incumbent
<b>REPORT TO:</b> Senior Manager, Community Development and Women's Programs	<b>HOURLY RATE:</b> \$29.95
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** LGBTQ+ Settlement Worker will work with vulnerable newcomers, including but not limited to those identifying as LGBTQ+ to assist with their social, cultural, economic and political integration into the community by providing information & referral services, interpretation, one-to-one assistance and facilitating groups and forums. The position will develop new and co-ordinate existing resources to meet the settlement needs of immigrants and refugees. This position reports to Senior Manager, Community Development and Women's Programs and is part of **CUPE Local 7797**.

### MAJOR DUTIES:

- Facilitate community integration and leadership through the development and implementation of social, recreational and educational programs for newcomers, focusing on those identifying as LGBTQ+.
- Provide settlement support, information and orientation services to newcomers to facilitate adjustment to the settlement process.
- Establish and maintain contact with newcomers, specifically those identifying as LGBTQ+, to assess their needs, identify strengths and barriers, and develop an individualized settlement plan by determining their goals, eligibility for services, making referrals to appropriate programs and services, and helping them make informed settlement decisions based on their needs and aspirations.
- Assist immigrants and refugees to navigate Canadian social and economic systems including immigration, education, health, housing, employment, financial, transportation and childcare.
- Provide short-term counselling, case management and crisis intervention to newcomers and refugees when necessary
- Act as an intermediate in contacts between a client and a service provider, government representative or a third-party professional.
- Assist the manager and settlement coordinator in the evaluation and development of programs based on community needs; brief manager or settlement coordinator on trends, shifts and notable dynamics in the LGBTQ+ newcomer community.
- Develop the peer component of the program; engage, guide and monitor peer performance
- Plan, organize, implement (including facilitation and co-facilitation) and evaluate Newcomer Orientation/Support groups.
- Coordinate community information workshops on topics related to settlement on a regular basis.
- Network with relevant community groups and agencies to plan, implement and evaluate joint projects or services.
- Keep up-to-date on community resources and issues affecting immigrants and refugees, those identifying as LGBTQ+ in particular.
- Provide and maintain record of program supplies, materials and other resources.
- Assist in the preparation of grant proposals and reports.
- Maintain accurate program records and statistics and prepare required reports.
- Administer petty cash and keep accurate records.
- Collaborate with internal teams in planning, organizing or implementing activities to attain agency goals.
- Actively participate in and prepare for regular team and individual supervision meetings with the manager including the establishment and evaluation of an annual goal plan.
- Participate in service planning for the agency in relation to other departments, community and individual needs.
- Assist the development department in reaching out to and developing the donor base for the program.
- Support the agency in developing and maintaining relationships with external organizations.
- Ensure a team approach in all aspects of program development and implementation.

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement. This posting is for an existing vacancy.

- Assist the manager or settlement coordinator in coordinating volunteers and peers in program operation.
- Participate in agency-wide program activities/meetings as appropriate and/or as assigned.
- Participate in and cooperate with health and safety practices and regulations.
- Perform other duties as assigned by supervisor
- Assist with relevant translations and interpretations as assigned.

#### REQUIREMENTS & QUALIFICATIONS:

- A university degree in a human service field, and minimum 2 years working with vulnerable immigrants and refugees, or equivalent combination of education and training and practical experience in settlement related area.
- Understanding of, and sensitivity to issues affecting diverse immigrant and refugee communities, specifically those identifying as LGBTQ+
- Ability to carry out research and stay up-to-date on relevant resources and information.
- Understanding of trauma-informed care as it relates to settlement process of refugees and vulnerable newcomers.
- 2 years' experience in the settlement and/or community work sectors.
- Lived experience as an LGBTQ+ newcomer to Canada is a strong asset
- Excellent oral and written English language skills; fluency in a second language is an asset (e.g., Arabic, Luganda, Swahili, Yoruba).
- Cultural competence and proven ability to work in a multicultural organization serving diverse ethno-cultural communities.
- Respectful of, and responsive to, the needs of culturally diverse participants and others, and a commitment to positive change for those who face barriers in society.
- Commitment to the values of social justice for vulnerable and marginalized populations and demonstrated practice working from an anti-oppression framework.
- Group facilitation skills, including video conferencing platforms, are a strong asset.
- Knowledge of community resources and services in Toronto.
- Demonstrated cross-cultural communication skills with participants, other agencies and the public.
- Excellent interpersonal and communication skills.
- Competency with Microsoft Office suite is required; familiarity with online reporting systems (e.g. iCARE) and web-based time entry are an asset.
- Must be able to work flexible hours.
- A current police reference check is required, which may include a vulnerable sector check.
- Must be legally permitted to work in Canada

**To apply, submit your resume with "TNG2025-208" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**