

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# TNG2023-103

POSITION TITLE: Program Coordinator, Settlement, LGBTQ+ Newcomers	
DEPARTMENT: Newcomer Services	STATUS: Regular Full-Time, CUPE 2289
# HRS / WEEK: 25	CONTRACT DATES: n/a
REPORT TO: Senior Manager, Newcomer Services	HOURLY RATE: \$28.54
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Coordinator, LGBTQ+ Settlement Services, is responsible for developing and maintaining a settlement program, including resource coordination, decision making and problem solving, addressing the needs of LGBTQ+ newcomer immigrants and refugees. The position will develop new resources as they meet the settlement/social needs of LGBTQ+ immigrants and refugees and adjust the service model to the populations' needs. This position will plan and implement outreach to LGBTQ+ immigrant and refugee groups and will work with potential partner agencies in social and health services sector. The Coordinator will supervise one full-time settlement staff, attend to the program delivery, and represent Newcomer Services on committees and forums internally and externally. This position reports to the Senior Manager, Newcomer Services and is part of **CUPE 2289**.

MAJOR DUTIES:

- Plan, implement and evaluate targeted settlement and education strategies and activities related to settlement of LGBTQ+ newcomers and refugees, including outreach, partnership coordination, workshops, support groups, drop-ins, needs assessment and individualized settlement plans, counselling, emergency material support, information displays and community development.
- Develop community connections and partnership initiatives in response to community and program needs working collaboratively with identified partners and support efforts to acquire revenue for current and future initiatives.
- Recruit, train, coach, mentor, supervise and evaluate program staff including peers and placement students.
- Plan and schedule program activities and events.
- Ensure quality, cultural appropriateness, and confidentiality of services and activities.
- Ensure compliance with program regulations and funders requirements.
- Responsible for developing and maintaining referral protocols, statistical and reporting forms, confidentiality forms, client handouts on issues of relevance.
- Provide information, referrals, brief support and case management to individuals and families.
- Assist in the promotion of the program in the community through activities such as media liaison, presentations at conferences/workshops and networking.
- Evaluate and amend program related outreach and educational initiatives.
- Research and create workshop curricula and facilitate/co-facilitate training sessions
- Prepare written evaluations, proposals and reports as assigned.
- Keep up-to-date on immigration legislation, community resources and issues affecting immigrants and refugees, and adjust the program accordingly.
- Develop and maintain accurate program records and statistics, including electronic client databases (e.g. iCARE, OCMS) and prepare required reports.

REQUIREMENTS & QUALIFICATIONS:

- BA., BSW and 4 years of experience in supervision of staff and coordination of services, including those for LGBTQ+ newcomer community, or the equivalent combination of education and experience.
- Knowledge of community resources in areas of settlement as it relates for the needs of LGBTQ+ newcomers and refugees.
- Excellent communication and interpersonal skills – as a frontline worker, supervisor, workshop facilitator, chair of meetings and partnership negotiator.
- Ability to work in multicultural organization supporting multi-disciplinary, multi-agency partnerships.
- Understanding newcomer needs including those of multi-risk immigrants and refugees. Recent experience working with LGBTQ+ newcomers and refugees and marginalized communities is an asset.
- Knowledge of and experience in trauma-informed, client-centred and community development approaches. Familiarity with adult education principles is an asset.
- Self-motivated, well organized and able to work under pressure while planning and meeting objectives.

To apply, submit your resume with "TNG2023-103" in the subject line of your email to: careers@tngcs.org