

*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# TNG2023-182**

<b>POSITION TITLE:</b> Contract Community Outreach Worker	
<b>DEPARTMENT:</b> Community Development and Women's Program	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> ASAP until September 13, 2024 or the return of the incumbent
<b>REPORT TO:</b> Senior Manager, Community Development and Women's Program	<b>HOURLY RATE:</b> \$23.84
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Community Outreach Worker works with vulnerable and marginalized newcomer women (including non-binary and trans women) and their families to assist with providing settlement services and resources to increase well-being. Settlement supports are provided through outreach, web groups and face to face programming, social connection and referral to resources that improve social, cultural, economic and civil integration into the community. The Outreach Worker provides information & referral services, interpretation, one-on-one assistance and facilitates groups and forums. The position will develop new and co-ordinate existing resources to meet the cultural and gender specific needs of immigrants and marginalized people living in poverty in conjunction with the Women's and Community Development Program.

### MAJOR DUTIES:

- Facilitate community integration and leadership through the development and implementation of social, recreational and educational programs for women, and newcomers with a focus on gender specific supports;
- Provide support, information and workshops to women and families living in poverty to facilitate access to resources, gain skills, increase employability, navigate systems and supports to improve well-being, social cohesion and self esteem;
- Conduct outreach to Neighbourhood Associations and local groups to connect with isolated newcomers, vulnerable and marginalized people living in poverty to assess their needs, identify strengths and barriers, and develop supports by determining their goals, eligibility for services, referrals to appropriate programs and services, and helping them make informed decisions based on their needs and aspirations;
- Assist isolated women and families to navigate settlement supports, social and economic systems including immigration, education, health, food security, housing, employment, financial, transportation and childcare;
- Assist in preparing food packages and meals at the Food Bank and meal programs in order to distribute food and conduct outreach
- Provide short-term counselling, referral and crisis intervention when necessary;
- Act as an intermediate in contact between a client and a service provider, government representative or a third-party professional.
- Assist Team Lead, Coordinators and/or Manager in the evaluation and development of programs based on community needs; update on trends, shifts and notable dynamics in the women's community;
- Assist with development of the peer component of the program; engage, provide guidance and support peer leadership;
- Assist the Team Lead and Community Development and Women's Program Coordinators to plan, organize, facilitate, implement and report on programming;
- Develop and facilitate on-line and in person workshops on topics related to wellbeing, navigation of systems, family supports and gender specific issues including gender base violence

### REQUIREMENTS & QUALIFICATIONS:

- A university degree, preferably in human services, or equivalent combination of education and training and practical experience in community development or related areas working with vulnerable people from a gender-based lens;
- 2 years' experience with marginalized communities and knowledge of settlement and women's community resources and services in Toronto;
- Fluent in Dari and Pashto and able to interpret for workshops and translate written resources and information between Dari/Pashto and English.
- Understanding of, and sensitivity to issues affecting women from diverse immigrant communities impacted by poverty;
- Understanding of issues affecting newcomer women using an intersectional, feminist, gender equity, social justice lens;
- Group facilitation skills and knowledge of on-line virtual facilitation in groups as well as in person;
- Demonstrated cross-cultural communication skills with participants, other agencies and the public;

**To apply, submit your resume with "TNG2023-182" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**

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