



# WoodGreen Community Services Job Posting

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WoodGreen Community Services is one of the largest social service agencies in Toronto. A founding United Way of Toronto member agency, WoodGreen has grown to span 36 locations and serves 37,000 people each year. WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment and training. Visit [www.woodgreen.org](http://www.woodgreen.org) for more information.

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<b>Internal Candidates only may apply:</b>	April 5 –7, 2017
<b>Job Posting Application Deadline</b>	April 16, 2017 at 5:00 pm
<b>Job Title:</b>	Case Counsellor Specialist (Settlement)
<b>Program &amp; Unit:</b>	Adult Settlement Services, Newcomer Services
<b>Work Week:</b>	35 hours/week
<b>Salary Grid Level:</b>	J7 - \$55,768/year
<b>Employment Category:</b>	Full-time

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## Program Overview

WoodGreen Newcomer Services has helped newcomers, immigrants and refugees in East Toronto to settle, adjust and integrate into society for more than four decades. Funded by the three levels of government, WoodGreen Newcomer Services provides settlement services, language programs, job search services, employment bridging programs, mentorship program, networking activities, and social and recreational activities.

## Position Summary

The Case Counselor Specialist (Settlement) will provide service in the Crescent Town/Taylor Massey neighbourhood at Crescent Town Health Centre. The Case Counselor Specialist (Settlement) will work collaboratively with the physicians, psychiatrists, and nurses as part of a community health team to provide shared care for Crescent Town/Taylor Massey residents and patients of the Crescent Town Health Centre.

As part of a community health team, the incumbent will report to a clinical lead that will provide daily operational supervision and oversight. The incumbent will also be administratively supported by the East Toronto Sub-Region for any administrative, structural, and implementation issues. WoodGreen Community Services will manage HR-specific matters, including scope of service supervision, performance management, benefits, professional development, training, and payroll.

## Main Responsibilities:

- Conduct needs assessment to determine the needs of newcomers and develop a service delivery plan to address needs
- Provide one-on-one information and awareness based settlement related counseling and refers families and youth to community resources and links them with community resources in housing, healthcare, education, language development, schools, recreation and employment supports.
- Provide service co-ordination, system navigation, short-term and long-term planning and follow-up support.
- Work closely with primary care to support positive settlement and health-related outcomes.
- Ensure the coordination of services and a “continuum of care”; participate in case conferences in order to ensure the coordination of services and a continuum of care.
- Provide settlement related crisis intervention, practical assistance, supportive counseling to clients and/or family or caregivers as required in community settings.
- Advocate on behalf of clients and/or their family or caregivers.
- Link clients and/or their family or caregivers to various community resources, and facilitates appropriate referrals to other community support services as required.

- Provide service that is responsive, culturally and linguistically sensitive to the individual and caregivers needs.
- Facilitate and coordinates group programs and events including online workshops to provide information relating to settlement.
- Plan, implement and evaluate outreach plan that promotes the range of opportunities, available to clients and their families in the areas of settlement, housing, daycare, language classes, labor market access and access to employment supports, community connections, bridging programs and other services.
- Actively work with schools, libraries, community organizations, recreational centres, faith organizations, health and family centres, local immigrant groups and use websites to maximize access to resources and to enhance capacity for services.
- Engage member of the local immigrant communities to create volunteering and community development opportunities.
- Offer a full suite of settlement services at a variety of satellite sites with partnership organizations.
- Keep accurate, up-to-date records, including statistical data, orderly case files and complete reports, and enter data to relevant data management systems as required by WoodGreen and funding bodies.
- Collaborate with other WoodGreen teams and other agencies to plan service to meet these needs.
- Meet the prescribed target for clients, maintains a caseload and related services.
- Ensure the anti-racism objectives and community development principles of the organization are achieved within the program

**Required Education and Registration:**

- Post Graduate Degree/Masters in Psychology, Social Work or a related discipline

**Preferred Qualifications:**

- Demonstrated ability in supporting newcomers to address settlement related issues including trauma, mental health concerns, and labour market challenges.
- Demonstrated ability in case management, system navigation, service planning, implementation and coordination, or supportive counselling related to settlement.
- Demonstrated ability in working effectively in a multi-disciplinary team or as a team member in collaboration with other community professionals.
- Strong assessment, intervention and supportive counselling skills.
- Proven ability to minimize barriers through service delivery for low income newcomers with mental health issues.
- Social work experience is an asset.
- Ability to be self-directed, independent, flexible and exercise good judgment.
- Ability to work from a client-centred approach.
- Strong understanding and knowledge of mental health, health supports, social determinants of health and community resources.
- Comprehensive knowledge about needs and issues of newcomers, immigrants and refugees.
- Thorough knowledge of resources for all newcomers including refugees.
- Strong English language skills both verbal and written with ability to communicate effectively.
- Cultural sensitivity and ability to communicate with clients from diverse cultures and backgrounds.
- Ability to prepare quality progress notes and case documents.
- Experienced in workshop development and facilitation.
- Strong organizational/planning skills and team work skills.
- Strong time management skills and ability to meet deadlines.
- Ability to keep accurate, up-to-date records and enter data to relevant data management systems as required by WoodGreen (CTMS).
- Available to work occasional weekend and evening hours.
- Strong computer skills.
- Ability to communicate in a second language is an asset (South Asian languages – Bengali, Urdu, Gujurati, Tamil)

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**To Apply:**

Please submit your resume and cover letter, **quoting the position title in the subject line** as follows:

**WoodGreen employees ONLY** – apply to [hrijobs@woodgreen.org](mailto:hrijobs@woodgreen.org). Please note that external applications sent to this e-mail will not be forwarded and will be deleted.

**All other applicants** – apply to [imsjobs@woodgreen.org](mailto:imsjobs@woodgreen.org), Att: Amanda Choo

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We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the *Human Rights Code*. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the *Human Rights Code*, the *Accessibility For Ontarians With Disabilities Act*, the *Pay Equity Act*, the *Occupational Health and Safety Act*, and all other applicable legislation.

WoodGreen is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.