

Job Posting

Job title: Assistant Manager, Settlement Workers in Schools
Hours: 35 hours per week
Start/end date: ASAP- March 31, 2025 with possibility of extension
Reports to: Manager, Settlement Workers in Schools
Posting Date: Dec 22, 2023
Reference Number: CLNU-2023-16
Deadline to apply: Open until filled

CultureLink is a Not for Profit Charity settlement and community organization with 35 years of experience in developing and delivering services to meet the needs of diverse communities. Passionate about providing innovative services, we adapt to changes and create new programs that best respond to and address our clients' specific needs.

Our team of more than 70 staff members, speaking more than 30 languages, is dedicated, knowledgeable, and multicultural. We serve around 10,000 participants on average each year.

Our services connect cultures to build welcoming communities. We assist newcomers looking for employment, help families navigate the school system, and provide youth with the skills necessary for bright and successful futures. We support refugees and bring together new and established Canadians.

Job Summary:

The Settlement Workers in Schools program ('SWIS') provides needs assessment and referral services to parents and youth in Toronto District School Board (TDSB) and Toronto Catholic District School Board (TCDSB) schools and Reception Centres. Follow-up services are provided to ensure successful client referrals are achieved. Clients receive a tailored, incremental settlement plan to advance newcomer settlement goals. For complex client needs, extended support is offered. Group activities include Newcomer Orientation Week in multiple schools. The Manager leads a team of 15 front-line employees to deliver the program at different school sites, serving over 6,000 clients annually. During summer, an innovative Summer Settlement Program is completed which provides settlement services while responding to diverse settlement needs.

The purpose of this position is to support the SWIS Team and Manager. A key element of this position is to build and maintain relationships with stakeholders and community partners. This position acts as a liaison between management and program stakeholders to maximize efficiency and effectiveness of services. On-site presence is required.

Duties

Working closely with the Manager, SWIS, and other members of management, the Assistant Manager will:

Supervises the Staff and Program

- Works under regular supervision from the SWIS Program Manager, and assists in supervising School Settlement Workers
- Ensure that staff receive adequate training and orientation, follow SWIS and CultureLink policies and procedures
- Arrange schedules for team and re-assignment staff to various locations when necessary, providing any feedback from partner-sites as needed
- Participate in key partnerships of SWIS including City of Toronto
- Provide support to staff when they have any concerns or recommendations regarding the program
- Monitor staff attendance and timesheets
- Ensure that program files and documents are updated; monitor database by pulling relevant monthly reports

- Provide coaching support to staff and work in collaboration with manager to evaluate staff performance management.
- Ensure health and safety policies and procedures are followed
- Interacts with staff, supervisors and volunteers of CultureLink; partner organizations, other organization and vendors & suppliers

Program Management

- Provide day-to-day support to the SWIS team in ensuring the program runs smoothly and effectively
- Meet new school contacts, provide orientation about the SWIS program, and organize resources such as space, land line phone, internet and newcomer lists for school settlement workers
- Review newcomer numbers in schools and develop programming and services appropriately
- Participate on SWIS Coordinator and SEPT steering Committee meetings
- Interact effectively with school staff, Advisory Committee, community, and other service organizations
- Promote the SWIS program and activities with TDSB, TCDSB, TPL, parents, parent committees, agency staff and external audiences
- Facilitate collaboration with other service clusters

Other Duties

- Liaise with other community organizations to create partnerships for service delivery
- Assist with supervision of student placements
- Represent CultureLink at SWIS Coordinator meeting and consultations
- Participates in Management meetings, management committees
- Coordinate the purchase supplies for the program when needed
- Act as a resource to SWIS workers and volunteers
- Other duties as assigned

Required Work Capacities:

- Physical Demands: sitting at a desk for computer work (50% of the workday) and meetings; lifting (files, laptop and program supplies up to 5kg); working in an open office
- Non-physical demands: travel between worksites; institutions/community partners, monthly deadlines, variety of tasks; some evening and weekend work required
- Social/emotional demands: teamwork; relationships/network-building; exposure to emotional situations; working closely with the public, clients and staff
- Cognitive/mental demands: attention to detail; self-supervision/autonomy; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication
- Must be open to work on weekends (If required).

Qualifications:

- Bachelor's degree, or Master's, preferably in Social Work, Psychology, Education, Management or related fields
- Minimum of two (2) years experience involving supervision of staff within a non-profit, community based environment
- Experience in settlement, social and education industry, preferred experience with newcomer sector
- Experience in a unionized environment is preferred and an asset
- Demonstrated experience in building and maintaining relationships with multiple stakeholders, superior interpersonal and soft skills with strong team building, coaching and motivation skills
- Excellent knowledge of education systems and structures in Canada and Toronto (i.e. TDSB, TCDSB)
- Strong program planning, design, implementation and evaluation experience and skills
- Excellent written and verbal English communication, fluency in other languages an asset
- Familiarity with databases and ability to generate reports

- Preferred experience in partnership development and management
- Direct experience working in a SWIS, or similar program is preferred
- Satisfactory Vulnerable Sector Screening with the past six months; and
- Legally entitled to work in Canada

How to Apply

Please submit your cover letter and resume to the Executive Assistant at jobspd@culturelink.ca, quoting the reference number (CLNU-2023-16).

CultureLink works within an anti-oppression framework and is committed to equity. We value diversity and inclusion, and strongly encourage applications from racialized people, people with disabilities, and people from gender and sexually diverse communities. Upon request, CultureLink will provide accommodations for people with disabilities throughout the selection process.

We thank all candidates for their interest and advise that only those selected for an interview will be contacted. We will be reviewing applications as they are submitted.