

## Job Posting

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| <b>Job title:</b>         | <b>Assistant Manager, Settlement Workers in Schools</b>                           |
| <b>Hours:</b>             | <b>35 hours per week</b>  |
| <b>Start/end date:</b>    | <b>As soon as possible – March 31, 2025, with strong possibility of extension</b> |
| <b>Reports to:</b>        | <b>Manager, Settlement Workers in Schools</b>                                     |
| <b>Posting Date:</b>      | <b>21 May, 2024</b>   |
| <b>Reference Number:</b>  | <b>CLNU-2024-12</b>   |
| <b>Deadline to apply:</b> | <b>Open until filled</b>  |

CultureLink is a Not for Profit Charity settlement and community organization with 35 years of experience in developing and delivering services in various locations 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 system and, 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 various tailor-made workshops and Newcomer Orientation Week programs in multiple schools. A team of front-line employees 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.

This position supports the SWIS Team and Manager and collaborates with the rest of the CultureLink team as needed. A key element of this position is to coordinate day-to day activities of the Team and also 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 as well as visits to off-site work locations within the City of Toronto, is required.

### Duties

Working together with the Manager, SWIS, and other management team members, the Assistant Manager will:

#### Staff Coordination

- Work under regular supervision from the SWIS Program Manager and assist in supervising School Settlement Workers.
- Prepare and monitor staff roster to ensure presence in schools at all required times. This includes re-assignments where necessary and prompt coordination with partner site.
- Ensure that current and new staff receive adequate training and orientation, follow SWIS and CultureLink policies and procedures.
- Support with resource allocation for staff members, ensuring that workers have access to the necessary materials and equipment to carry out their duties effectively.

- In coordination with the manager, address staff concerns, needs and recommendations regarding program,
- Monitor staff schedule, attendance and timesheets.
- Maintain records and ensure that program files and documents are updated.
- Support the professional development of staff by providing coaching and guidance for training and work in collaboration with manager to evaluate staff performance.
- Ensure health and safety policies and procedures are followed by staff and also partners at the various sites.

### **Program Coordination**

- Assist in coordinating the activities of staff within the schools, ensuring that all services and support programs are effectively implemented.
- Engage school contacts by providing orientation about SWIS program, logistical arrangement for staff and other program related matters.
- Review annual newcomer numbers in schools and develop programming and services appropriately.
- Participate on SWIS Coordinator and SEPT steering Committee meetings as directed.
- Interact effectively and serve as a liaison between school staff, Advisory Committee, community partners, and other service organizations.
- Assist in strengthening partnerships and promoting the SWIS program and activities with TDSB, TCDSB, TPL, parents, parent committees, agency staff and external audiences.
- Facilitate collaboration with other service clusters.
- Monitor data entry, case records, statistical and other staff reports and support the preparation of monthly program reports
- Coordinate supervision of student interns and volunteers as required
- Identify community organizations to create new partnerships for service delivery
- Participate in Management meetings, management committees as required
- Coordinate the purchase of 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](mailto:jobspd@culturelink.ca), quoting the reference number (CLNU-2024-12).

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 accommodation 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.**