

Settlement Specialist – Newcomer Information Centre

Location: YMCA Immigrant & Settlement Services, Hamilton, ON

Position Type: Full-Time Salaried; 12 months maternity leave contract; 35 hours per week with benefits and complimentary YMCA membership

Salary Grade: Grade 3

Salary Range: \$46,060 - \$51,000 annually, commensurate with experience

Anticipated Start Date: November 2025

Position Overview:

We believe that it is through the power of our amazing people that the #YSavesLives. By joining the YMCA Hamilton|Burlington|Brantford Immigrant & Settlement Services team, you will contribute to making our Y the best place to work.

We are seeking a passionate and results driven individual to fill the position of Settlement Specialist. This position works out of both the HWDSB Assessment Centre and 25 Main Street West, Hamilton office, playing a vital role in supporting newcomers as they navigate their new community by providing standardized needs assessments and the individualized settlement plans. The Settlement Specialist, through in-person settlement services and remote support when needed, will provide relevant information and referrals to community partners and services to help foster successful integration, build connections and create a welcoming environment where newcomers can thrive.

This is an excellent opportunity for an individual with a high level of interest in working with the YMCA HBB as a charitable organization.

What You'll Do:

- Provide friendly, timely and professional customer service
- Conduct client intakes to determine eligibility and suitability to access services
- Conduct client needs assessments, resulting in the creation of individualized settlement plans, focusing on goal setting, planning and coordination of services
- Provide clients with timely and accurate information on services and resources to help meet their immediate needs
- Provide clients with appropriate referrals to services available in the community
- Organize group information sessions for newcomers on topics relevant to their needs
- Maintain accurate, up-to-date client files and documentation in OCMS client database
- Foster and participate in community partnerships, initiatives, and outreach activities to facilitate greater community engagement and understanding in serving the needs of newcomer clients
- Flexibility to support in other program areas as needed.
- Attend workshops, training, conferences and staff meetings as required

What You'll bring:

- Post Secondary Education or diploma in the social service field and/or education or equivalent education and work experience
- Previous experience in a similar role within the newcomer serving sector
- Experience and sensitivity in dealing with members of different cultural and racial backgrounds, including visible and invisible dimensions of diversity
- Demonstrate proficiency in ability to write and speak fluently in English
- Flexibility regarding assigned work hours and locations
- Advanced skills utilizing all Microsoft Office Applications including Word, Outlook, Power Point and Excel and other online communication platforms
- Well organized, team player who can take initiative, manage change/transitions with the ability to prioritize and multi-task and meet deadlines and targets
- Good interpersonal and presentation skills
- Ability to work in an efficient manner both independently and as part of a team
- Valid driver's license an asset

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Following amendments to the Child, Youth and Family Services Act, 2017 and the Intercountry Adoption Act, 1998, which emphasize the importance of thorough background checks to ensure the safety and well-being of the children, youth, and families we serve, this position requires a Broad Police Sector Check. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

Ready to Make a Difference?

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Interested in applying? Please submit your resume to: Jody Williams, General Manager, via email jody.williams@ymcahbb.ca by **October 17, 2025**.