

Settlement Worker – Information and Orientation Support, YMCA Employment & Immigrant Services

Location: Main location - YMCA Immigrants Services, Various locations in Hamilton, ON

Position Type: Full-Time Salaried (35 hours per week) with benefits and complimentary YMCA membership

Salary Grade: Grade 3

Starting Salary: \$46,060.00 - 48,000.00 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 Employment & Immigrant Services team, you will contribute to making our Y the best place to work.

Reporting to the Newcomer Youth Center Program Coordinator, the Settlement Worker plays an essential role in welcoming and supporting newcomer youth and their families as they adapt to life in Hamilton. This full-time position focuses on helping clients meet immediate needs, set meaningful goals, and access the right resources to thrive in their new community.

Through one-on-one intakes and group orientations, the Settlement Worker provides information and connects clients to community services, designs and deliver workshops, and supports youth in building action plans that foster independence, resilience, and confidence.

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

What You'll Do:

- Reach out to newcomer youth and promote settlement services available at the YMCA and in the community
- Conduct one-on-one intake and needs assessment to assess newcomer youth's eligibility, suitability and settlement needs.
- Provides guidance and information to newcomers to meet immediate everyday needs including but not limited to housing, banking, shopping, education, health services, etc.
- Assists clients in setting realistic goals, priorities and development of action plans.
- Refers newcomers to appropriate programs and resources within Hamilton, such as housing, employment, education, health care, legal, recreation, etc.
- Implements accepted case management practices and procedures including accurate documentation, continuous assessment, file maintenance and follow-up
- Helps newcomer clients when navigating systems, when appropriate, with agencies, organizations and institutions
- Assists with exploration, research and development of workshops and programs that address identified client needs
- Delivers group orientation and information sessions for newcomer youth

What You'll Do (Continued):

- Develop and execute program promotional initiatives to engage newcomer youth and families in Hamilton
- Maintain knowledge of relevant services and community resources for referrals
- Conduct regular evaluations to measure program effectiveness, efficiency, and client satisfaction.
- Utilize OCMS (Client Management System) to enter client information, record services and generate reports in a timely and accurate manner, always maintaining privacy and confidentiality of clients' records.
- Perform administrative and other duties as required
- Generate timely reports for program performance, ensuring client confidentiality and compliance with privacy standards
- Attend staff meetings, training sessions, and conferences to stay informed about professional development and trends in youth settlement and employment services
- Share updates and insights with team members to enhance service delivery and collaboration
- Client-Centered Approach: Focused on empowering youth through tailored support and resources
- Flexibility: Ability to provide services both in-person and remotely to meet diverse client needs

What You'll Bring:

- Post-secondary education in Child and Youth work, Counselling, Social Service work, and/or related field, or a relevant combination of education and experience
- Experience working with newcomer immigrant and refugee youth (14-30 years old)
- Good interpersonal, presentation, group facilitation and negotiation skills
- Strong assessment skills
- Strong organizational skills and ability to effectively prioritize responsibilities
- Demonstrated knowledge of community services in Hamilton
- Demonstrated knowledge of anti-racism and cultural sensitivity awareness
- Experience in working with members of different cultural and racial backgrounds, including visible and invisible dimensions of diversity
- Ability to work efficiently both independently and as part of a team
- Current and valid police records check with Vulnerable Sector Check (issued within the past 6 months) is a condition of employment
- Ability to work with a flexible work schedule, which includes evenings and weekends
- Strong computer skills, including Microsoft Office, Windows 10/11, Internet Explorer, Microsoft Outlook, Communication platforms such as Teams Clerks and the ability to work with customized software

A Major Asset If:

- One or more of the following certifications are an asset:
 - Mental Health First Aid
 - Non-violent crisis intervention
 - Positive Youth Development
 - Valid Standard First Aid and CPR Level C
- Additional training in conflict resolution, youth engagement, or cultural competency.

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: John Coburn, Program Coordinator, Newcomer Youth Centres via email to john.coburn@ymcahbb.ca no later than **October 24, 2025**.