

Settlement Worker – Newcomer Youth Centers, YMCA Employment & Immigrant Services

Location: Various locations in Hamilton – Main location: YMCA Immigrant Services, located at 211 Centennial Parkway North. Hamilton, Ontario, L8E 1H8

Position Type: Full-Time Contract (35 hours per week, until March 2027), salaried 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: May 2026

Position Overview:

We believe that it is through the power of our amazing people that the #YSavesLives. By joining the Employment, Immigrant and Youth Intervention 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 accessing the right resources to thrive in their new community.

This role requires a dynamic individual with experience working with diverse communities, strong facilitation skills, and a passion for empowering youth through creative programming.

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:

- Conduct one-on-one intake and needs assessments to determine eligibility, suitability, and settlement needs
- Provide guidance and practical information to support everyday settlement needs, including housing, banking, education, health care, and community services
- Refer youth to appropriate programs and services within Hamilton, including housing, employment, education, legal, health, and recreation resources
- Supporting youth in navigating systems and services
- Design, facilitate, and deliver regular sports, art, and recreational activities for newcomer youth
- Support the development and maintenance of a program calendar to ensure consistent and reliable program delivery
- Develop, research, and support workshops and special programs that respond to identified youth needs
- Deliver group orientations and information sessions for newcomer youth
- Conduct outreach to newcomer youth and promote YMCA and community-based settlement services
- Develop and implement program promotional activities to engage newcomer youth and their families
- Maintain up-to-date knowledge of local services, resources, and referral pathways

What You'll Do (Continued):

- Implement accepted case management practices, including documentation, ongoing assessment, file maintenance, and follow-up
- Conduct regular evaluations to assess program effectiveness, efficiency, and client satisfaction
- Use OCMS (OCASI Client Management System) to accurately and promptly enter client information, record services, and generate reports, while maintaining privacy and confidentiality
- Prepare timely program and performance reports in compliance with privacy and organizational standards
- Perform administrative and other duties as required to support program operations
- Attend staff meetings, training sessions, and conferences to stay informed about professional development and trends in youth settlement and employment services
- Share updates, insights, and feedback with team members to strengthen collaboration and service delivery

What You'll Bring:

- Post-secondary education in Child and Youth work, Recreation Management, Physical Education, Social Service work, and/or related field, or a relevant combination of education and experience
- Expertise in designing and facilitating sports, recreation and arts activities that foster learning and life skills
- Experience working with newcomer immigrant and refugee youth (14-30 years old)
- Good interpersonal, presentation, group facilitation and negotiation 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, 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.
- A reliable vehicle and a valid driver's license

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. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. 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: John Coburn, Program Coordinator, Newcomer Youth Centres via email to john.coburn@ymcahbb.ca no later than **May 5, 2026**.

The YMCA of Hamilton | Burlington | Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca