



**YMCA of
Hamilton | Burlington | Brantford**

Settlement Worker

This position serves clients in the Hamilton & Brantford Regions

YMCA Employment & Immigrant Services
25 Main Street West
Hamilton, ON L8P 1H1

Starting Salary: \$40,000 – 50,000 per year

Position Status: Full-time with a complimentary YMCA membership (until March 31, 2024)

Placement: Immediate

Nature & Scope

As a branch of the YMCA of Hamilton/Burlington/Brantford, the YMCA Employment and Immigrant Services branch delivers Employment Services, Youth Initiatives, Literacy and Basic Skills, Summer and Employment Experience Programs, Youth Outreach and Immigrant Settlement Programs.

The YMCA is looking to support Ukrainians fleeing the war with social and employment support networks in the community and engage them in English Conversation Groups focused on employment readiness, Canadian workplace culture and other employment related topics.

Responsibilities

- Provide friendly, timely and professional customer service
- Conduct client intakes to determine eligibility and suitability to access services
- Conduct client needs assessments, goal setting, career planning and coordination of services
- Provide first point of contact for Ukrainian speaking clients interested in developing social and employment networks
- Facilitate English Conversation Groups focused on employment related topics (ex., discuss employment opportunities & supports, workplace culture, industry specific job skills, professional upgrading, networking, licensing etc.)
- Recruit program volunteers to facilitate social and employment networking matches and support other program activities
- Provide clients with timely and accurate information on services and resources to help meet their settlement & employment needs
- Provide clients with the appropriate referrals to services available in the community
- Maintain accurate, up-to-date client files and documentation in OCMS client database
- Participates in community partnerships, initiatives, and outreach activities to facilitate greater community engagement and understanding in serving the needs of newcomer clients

Organizational Overview:

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people.

This position requires a commitment to the YMCA mission and core values of: Belonging, Caring, Honesty, Respect and Responsibility, as well as, a commitment to building developmental assets in children and adults. 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.



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Responsibilities Continued:

- Assists with administrative support as required
- Attends workshops, trainings, conferences, and staff meetings as required

Qualifications

- Post-secondary degree or diploma in the social service field and/or education or equivalent education and work experience
- Demonstrated knowledge and experience in providing employment related services
- Strong computer skills
- Excellent written, interview and assessment skills
- Good interpersonal, presentation and negotiation skills
- Strong organizational skills and ability to effectively prioritize responsibilities
- Ability to work in an efficient manner both independently and as part of a team
- Experience in working with members of different cultural and racial backgrounds, including visible and invisible dimensions of diversity
- Ability to read, write and speak fluently in English
- Ability to speak Ukraine or Russian an asset

Competencies:

Commitment to Organization Vision and Values

Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA.

Teamwork

Actively builds teams and encourages open relationships for maximum organizational effectiveness.

Relationship building and collaboration

Builds positive interactions both internally and externally to achieve work related goals.

Planning/Organizing

Ability to establish a clearly defined and effective course of action for self and others to accomplish short and long term work goals

Communication

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.

Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford, in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



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Internal Applicants:

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

APPLY NOW

If you are interested in this position, please submit your letter of application and resume by **Friday, January 20, 2023**, attention:

Arsim Aliu
General Manager, Immigrant Services
arsim.aliu@ymcahbb.ca

We thank all applicants, however, only those considered for an interview will be contacted.

Accessibility:

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Acts (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate contacting our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.



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