



## **INTERNAL/EXTERNAL POSTING SETTLEMENT WORKER - MENTAL HEALTH 9-month contract**

Delta Family Resource Centre (Delta Family/DF) is a community-based agency which has served communities in North-West Toronto for 40 years. Situated in ethno-racially diverse communities, DF envisions a healthy and empowered community where families and children thrive. A multi-ethnic, multi-site organization, DF provides a responsive range of programs, services and activities for families, young children and their caregivers, youth, the Black community and seniors. We are committed to anti-oppression, addressing Anti-Black racism and inclusive ways of engaging participants.

Are you passionate about supporting newcomers in their settlement journey, particularly in addressing their mental health and wellness needs? We are seeking a dedicated and compassionate individual to join our team as a Settlement Worker - Mental Health. In this role, you will play a pivotal role in providing individualized support to **non-sponsored refugee claimants**, focusing on mental health and well-being. If you have a strong understanding of mental health issues, excellent communication skills, and a commitment to cultural sensitivity, we invite you to apply and make a meaningful difference in the lives of newcomers in our community.

### **Responsibilities:**

- Oversee the provision of settlement services tailored to address mental health and wellness needs.
- Conduct one-on-one interactions with non sponsored refugee claimants to assess and address mental health concerns.
- Organize and deliver settlement-related workshops focusing on mental health awareness and resilience.
- Provide referrals to appropriate mental health resources and services as needed.
- Collaborate with local mental health agencies and organizations to ensure access to specialized services for clients with complex mental health needs.
- Develop and implement culturally sensitive mental health programs and initiatives tailored to the diverse backgrounds of clients.
- Collaborate with community partners to develop and implement strategies for destigmatizing mental health issues within the newcomer population.
- Participate in case conferences and multidisciplinary meetings to coordinate care and support for clients with complex mental health needs.
- Stay abreast of current research, trends, and best practices in mental health care to inform service delivery and program development.
- Other duties as assigned

### **Qualifications:**

- Post-secondary education or diploma/degree in social services, social work, psychology, counseling, or a related field is often required.
- 2 years' experience in providing mental health support or counseling services, particularly within a settlement or multicultural context.
- Experience working with diverse racialized populations and understanding the unique challenges faced by newcomers, especially faced by Black refugee claimants is critical

- 2 years (minimum) experience engaging under-served communities
- **Empathy and Cultural Sensitivity:** The ability to understand and empathize with the experiences and cultural backgrounds of newcomers while providing culturally sensitive mental health support.
- **Active Listening:** Skill in actively listening to clients' concerns, understanding their needs, and providing appropriate support and guidance.
- **Communication Skills:** Strong verbal and written communication skills to effectively convey information, provide counseling, and facilitate workshops.
- **Crisis Intervention:** Ability to effectively manage and provide support during mental health crises or emergencies.
- **Resourcefulness:** Capacity to navigate and connect newcomers with available mental health resources and services within the community.
- **Collaboration:** Willingness to collaborate with other settlement workers, mental health professionals, and community organizations to ensure holistic support for clients.
- **Problem-Solving:** Ability to assess complex situations, identify barriers to mental wellness, and develop strategies to address them effectively.
- **Self-Care:** Recognition of the importance of self-care practices to maintain personal well-being while supporting others in challenging situations.
- Demonstrated advocacy skills and ability to encourage and support organizational advocacy.
- Strong command of the English language, verbal and written.
- Proficient in Microsoft word, Excel, PowerPoint.
- Verbal and written fluency in a second language is an asset.
- The successful candidate will be required to have/obtain a current vulnerable sector Reference Check (can be obtained upon offer of position).

**Other Requirements:**

- **A successful valid clearance of criminal record verification will be required for the position.**

**Work Conditions:**

- We are currently on a hybrid work schedule, working on-site in the office and from home. This hybrid work schedule is subject to change based on business requirements.
- Interacts regularly with clients, visitors, partner organizations and government agencies.
- Travel will be required.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Intermittent physical activity including walking, standing, sitting, and lifting.

**Salary: \$44,986 – 48,371**

**Anticipated start date: Immediate (Please note that applications will be processed as received. Internal candidates will be considered before external candidates are processed).**

**Please submit your cover letter and resume by March 29th to [hiring@dfrc.ca](mailto: hiring@dfrc.ca)**

**Subject line: Settlement Worker – Mental Health**

**E-mail: [hiring@dfrc.ca](mailto: hiring@dfrc.ca)**

**Please note that Delta Family is an equal opportunity employer and will make every effort to accommodate the needs of candidates through the selection process. Please let us know in advance if you require accommodation**

**We thank all applicants for their interest. Regretfully, only short-listed candidates will be contacted.**