



## **Job Opportunity!!!**

### **1 Full-Time Settlement Worker**

Silent Voice is the only non-profit, charitable organization in the GTA that provides community- and family-based support to Deaf children and adults in American Sign Language (ASL). The Agency provides Deaf children and youth with recreational, sports, and leadership programming otherwise not accessible to them; teaches American Sign Language (ASL) to families where there is a Deaf child; runs the Sign Language Summer Program ASL day camp for Deaf children and their hearing siblings; reaches out to disadvantaged Deaf adults; provides essential services to those in need; provides settlement services; works in partnership to improve access to community services; and provides the ASL language development services of Ontario's Infant Hearing Program.

#### **Opportunity:**

Silent Voice is currently seeking a Settlement Worker. The Settlement Worker reports to the Director of Programs and is responsible for providing direct and essential services to support Deaf newcomers to Canada in settling and integrating into Canadian Society. The settlement services include conducting client needs assessment for immediate and long-term settlement needs, making referrals to various services within and outside the community and providing updated information relevant to immigrant needs. The services are provided in American Sign Language (ASL).

#### ***The primary duties required for this position include, but are not limited to:***

- Conduct client intake and assessment to identify immediate and long-term settlement needs and types of services required
- Respond to the assessed needs by providing services such as: assistance with locating housing; orientation to the community, rights and responsibilities; community referrals; limited ASL-English interpretation service; translation service of documents from written English to ASL; assistance with completing various government documents and forms; assistance with finding family doctor, dentist, etc.; assistance in job search, employment or continuing education.
- Connect with service providers, and other stakeholders on an on-going basis, to determine current resources, programs, and available services for newcomers
- Provide outreach services to families and produce outreach materials
- Maintain required program records and submit monthly and annual reports to the agency and Immigration, Refugee, and Citizenship Canada (IRCC)
- Maintain overall management of client caseload and ensure appropriate and confidential handling of client information and files on multiple databases
- Operate in accordance with the policies, guidelines, and protocols of the program and partner organizations
- Perform other duties as required under the direction and supervision of the Director of Programs and the Silent Voice Executive Director.

## **Qualifications and Skills:**

- Post-Secondary or other relevant education
- 3+ years of related experience preferably in the settlement sector or social service working with newcomers, providing front-line services and outreach experience
- **Fluency in American Sign Language and English is a requirement**
- Understanding and awareness of the newcomer experience including an awareness of diversity issues is an asset
- Knowledge of current legislation and policies affecting newcomers, and immigrants
- Thorough knowledge of social services systems and complement resources
- Proficiency in the use of computers including the Microsoft Office suite, Outlook, word and data processing, and completing statistical reports
- Excellent written and communications skills
- Ability to work independently with little supervision
- Presentation of an empathetic attitude, cultural sensitivity and commitment to anti-oppression
- Ability to manage multiple priorities in a busy, small office environment
- Team player and experience working with diverse cultures and ethnicities
- Assessment and problem-solving skills
- Results oriented and self-starter
- Ability to work flexible hours is a requirement e.g. some client meetings in the evenings

Candidates are invited to indicate their interest in this position by sending a resume and cover letter **by November 18, 2022** to [m.youngs@silentvoice.ca](mailto:m.youngs@silentvoice.ca)

***We thank all applicants for their interest in Silent Voice. However, only candidates selected for an interview will be contacted. No telephone calls please.***