

Position Title: **Settlement Services Intake & Program Support: Mandarin Language Program**

Program: Settlement Services
Reports to: Hongmei Cai, Program Staff, Settlement Services

PROGRAM OVERVIEW:

Settlement Services provides a variety of services to newcomers in the east downtown Toronto area. Supported by the Ministry of Citizenship and Immigration, Dixon Hall's Settlement Services assists newcomers with all manner of need, including completing government application forms; accessing housing; assistance to access social services; research into education courses; and many other services.

The Settlement Services Intake & Program Support volunteers work closely with the Program Manager to provide a variety of supports to clients including: client intake and assessment; developing and leading Conversation Circles; as well as promoting and conducting information sessions.

POSITION SUMMARY:

The successful candidate will possess excellent administrative skills in the areas of telephone and written communications, as well as email and social media. With your Community Social Services and/or Bachelor of Social Work diploma, this role will provide a solid foundation in conducting client intakes, delivering programming to clients, and assisting with administrative tasks. Duties may also include answering telephone and email inquiries, booking appointments for clients, and research projects in support of client inquiries.

NUMBER OF AVAILABLE POSITIONS: 2

QUALIFICATIONS:

The ideal candidate for this position should possess the following skills and qualifications:

- Strong communication skills in English (required)
- Strong communication skills in Mandarin required (other languages also an asset)
 - Patient with and non-judgemental of others; comfortable meeting and speaking with people
 - Ability to communicate respectfully with diverse populations and cultures
- Be working towards a diploma or degree in Community Social Services and/or Social Work
- Proficiency with Microsoft Office Suite ; database experience an asset
- Reliable and punctual for all scheduled shifts
- Willing to accept supervision and takes direction well

MAJOR RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Respond to inquiries about the program from potential clients and social service agencies by telephone and email.
- Represent Dixon Hall in a professional manner when working with clients and volunteers.
- Assist Program staff with set-up, delivery, and clean-up of Conversation Circle workshops and information sessions as required
- Work co-operatively with program staff and volunteers to maintain a safe, supportive environment for Settlement Service clients.
- Become familiar with the resources available through Settlement Services and use these resources to support clients as appropriate.
- Develop and implement program outreach initiatives
- Complete all paperwork/documentation as required

ORIENTATION/TRAINING/MEETINGS:

Successful candidates will be provided with comprehensive orientation and training facilitated by the Program Coordinator. Volunteers are also required to attend/participate in the following training sessions:

- Volunteer Orientation and Safety Training (2 hours)
- On-line AODA Training (45-minutes)

TIME REQUIREMENT:

- Minimum of one day per week from 9:30am – 4:00pm with one-hour lunch break
 - Preferred days: Tuesdays; Wednesdays; Thursdays or Fridays
 - Volunteer will need to provide and/or consent to apply for a Police Records Check

LOCATION: 417 Gerrard Street East, Toronto (Gerrard St E & Parliament)

BENEFITS:

- Engage in solution-seeking activities for the benefit of newcomers to Canada;
- Utilize social work skills in a busy, engaging environment;
- Lesson plan development and delivery;
- Improve public speaking skills;
- Intergenerational program experience;
- Become engaged with the local community through interactions with social service partners;
- Improve/utilize customer service and computer skills;
- Learning opportunities about the issues and needs of newcomers being supported by Dixon Hall staff.

To apply, contact:

Volunteer Department
416-863-0499 ex. 3225
volunteer@dixonhall.org
www.dixonhall.org