



Support, every step of the way

Job Posting

Job Title: Support Facilitator

Posting Date: May 4, 2017

Program: Newcomer Services

Posting Closes: May 11, 2017

Effective Date: ASAP

Status: full-time (37.5 hours per week), temporary, union

Location: Mobile within the community/52 Catharine St N

Responsible to: Manager, Resettlement Assistance Program

**** Note:** This is a temporary contract position to March 31, 2018. The incumbent is required to be able to be mobile within the community, including significant walking, standing and moving throughout the course of the work day. Fluency in Arabic / Assyrian is required.

Duties:

1. Through a community development approach focusing on asset-based empowerment and building on the strengths of the individuals and the collective within the neighbourhood conduct research within the assigned neighbourhood and to understand the unique needs of the Syrian refugee population and the key issues facing communities;
2. Develop and facilitate one to one and group sessions with males upon arrival to identify cultural adaptation methods that will allow newcomers to integrate in a timely and appropriate way
3. Provide support to the Reception Centre while providing early engagement to newcomer clients
4. Apply psycho-social principles to support newcomers through their adaptation to Canadian culture
5. Provide referrals to more intensive supports where needed, including; mental health, primary health, trauma counselling etc.
6. Develop and maintain lists of available neighbourhood resources (maps of services, programs and community assets);
7. Develop, initiate and participate in community engagement activities.
8. Reach out and engage refugee populations in activities that promote community connections and integration
9. Connect refugees with information and existing services particularly around employment, recreation, education, housing and health and where appropriate to act as an advocate to ensure services are successfully accessed.
10. Achieve set target in numbers of contacts engaged.
11. Identify and communicate community needs and specific issues to Intensive Case Management team and other stakeholders for follow up support.
12. Proactively and creatively develop and recommend improved service delivery techniques.

13. Encourage and facilitate partnerships with community agencies, businesses, government and information community groups to help foster programs and newcomer engagement.
14. Organize and help deliver public education seminars, workshops and training for newcomers and service providers connected to community-identified needs.
15. Maintain service statistics and recording of all services as required;
16. Participate actively in team meetings on a regular basis.
17. Identify development/training needs required and to participate in staff development/training programs as provided.
18. Provide all services within an understanding of anti-oppression and in line with the mission, vision and values of Wesley Urban Ministries.
19. Provide other services and perform other duties as assigned.

Qualifications:

1. 5 years relevant, practical experience with target population combined with bachelor's or master's degree in Social Work or Psychology;
2. Current registration with Ontario College of Social Workers and Social Service Workers is strongly preferred;
3. Psychotherapy experience working with newcomer families dealing with trauma, emotional and spiritual issues;
4. Strong intensive case management experience with demonstrated knowledge of best practices;
5. Strong understanding or experience of working with victims of trauma;
6. Significant knowledge of Hamilton communities and resources available;
7. Demonstrated ability to work collaboratively in a community and with a team of service providers;
8. Demonstrated ability to effectively engage with male newcomer clients in a manner that is culturally appropriate;
9. Strong community development skills combined with an outgoing personality and comfort in approaching people and beginning conversations;
10. Knowledge of and sensitivity to the life experiences/needs of newcomer communities, including experience working with victims of trauma;
11. Previous outreach and/or community development experience is an asset;
12. Demonstrated ability to work independently within a team;
13. Demonstrated motivation and ability to develop and facilitate group functions and activities.
14. Excellent time management, problem solving and organizational skills;
15. Excellent verbal and written communication skills in English and Arabic / Assyrian are required (listening, reading, writing, speaking).
16. Superior communication skills and experience in communicating with small and large groups.
17. Computer skills with particular knowledge of the internet (particularly web searches), email and Microsoft Office products.
18. Ability to be mobile within the community, including significant walking, standing and moving from location-to-location during the course of the work day.

Competencies

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Please send a cover letter and resume to: hr@wesley.ca

Wesley Urban Ministries is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at www.wesley.ca