

## **Newcomer Program Facilitator**

1 – Permanent Position

1 – Acting Position

### **Community Services**

**CUPE Local 4400 Unit C - Grade K (School Year)**

**\$33.47 - \$39.22**

**(It is anticipated that this acting assignment will end on January 21, 2026)**

**The Toronto District School Board adheres to equitable hiring, employment, and promotion practices.**

*Reporting to the Facility Permitting Team Leader, under the direction of the Senior Permit Clerk, the Permit Account Clerk is responsible for supporting the accounting operations of the Permits department to ensure revenue collected are posted to the appropriate accounts.*

### **Summary of Duties:**

- Organize, develop and lead group activities for program participants including facilitating orientation/training sessions for to inform them about the program;
- Oversee children and/or youth in small and large group settings both at program location and on field trips;
- Establish behavioural guidelines and use pro-active group management techniques and strategies;
- Collaborate and coordinate activities with instructors, guest speakers and volunteers;
- Recruit and select eligible newcomer students as participants and volunteers to act as mentors;
- Conduct outreach to TDSB schools to recruit school participation in the program;
- Assist program participants in completing their application/registration forms;
- Check application/registration forms and documents to determine eligibility;
- Match newcomer students and mentors;
- Maintain accurate and thorough files/reports;
- Maintain database of all program participants, as per the contract obligations;
- Conduct appropriate follow-up (with all program participants and maintain accurate and up-to-date file information);
- Prepare written and statistical reports for accountability purposes;
- Utilize government reporting tools, forms and materials;
- Adhere to privacy and confidentiality requirements;
- Outreach to community agencies to recruit working professionals as mentors;
- Provide job maintenance support/coaching to clients;
- Troubleshoot to resolve client or employer concerns;
- Monitor job placement to ensure compliance with contract;
- Facilitate the resolution of any issues that may impact a successful outcome; and
- Other related duties as assigned.

### **Qualifications:**

- Two-year community college diploma in related field (e.g. Social Services Worker - Immigrant and Refugees (SSWI), Early Childhood Education) with one year related experience providing a wide range of related services to a diverse client group, or an equivalent combination of education and experience;
- Experience working with various educational and cultural backgrounds of newly arrived immigrants and their families;
- Strong group facilitation, consensus building, and problem-solving skills including proactive

- behaviour management techniques;
- Experience developing, facilitating and overseeing group activities to children and/or youth ages 6-24;
- Proven ability to recruit and actively engage newcomer children & youth;
- Ability to work effectively with socio-economically and culturally diverse communities
- Strong knowledge of community resources, supports and services for newcomers;
- Ability to communicate in a sensitive, courteous manner with students, parents, community members, staff and the general public with a customer service focus;
- Strong organizational skills and communications skills;
- Knowledge of related TDSB policies and procedures;
- Familiarity with the school system in Ontario;
- Proven ability to take initiative, work independently and maintain confidential information in a circumspect manner;
- Proficient keyboarding and computer skills which include the use of e-mail, internet and word processing;
- Fluency speaking, reading and writing in other language(s) to meet community needs; and
- Ability to communicate effectively with customer service focus.

**Note:** This is an externally funded program, dependent on renewal of funding each year, subject to cancellation by funder with two weeks' notice. Program presently has funding to March 31, 2025 with the possibility of an extension.

**Paid Holiday & Vacation:** Employee entitlement is in accordance with the provisions for Externally Funded Programs as outlined in the *CUPE 4400 C Collective Agreement* (Article T and Article U)

**Location:** 31 Tapscott Road, Unit T-81 (Wheelchair Accessible)

**Work Year:** School Year

**Hours:** 35 hours per week. Subject to operational needs

**Please Note:**

Applications **must** be submitted:

1. In résumé form with a covering letter to: [Application.Submission@tdsb.on.ca](mailto:Application.Submission@tdsb.on.ca)
2. With competition # **CUPE C-25-1013UFTE** in the subject line
3. Apply no later than 4:30 pm on **January 23, 2025**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

***We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the hiring process.***