

Community Connections Coordinator

Location: 100 Water Str., Brantford ON N3T 0P1

Position Type: Full Time with benefits and a complimentary YMCA General Membership

Salary Range: \$45,000 - \$50,000 annually

Position Description:

The community connections coordinator will conduct initial client intakes and needs assessments, provide information, orientation, service planning and referrals focused on empowering newcomer clients to participate in social and employment networks, access informal language enhancement services, coordinate social & cultural match activities. In addition, the community connections coordinator will recruit, train and place program volunteers and match them with newcomer clients for ongoing monitoring and social support.

In this position, you will:

- Be a resource to newcomer clients/families to provide them with the information and tools for a successful integration into their local community,
- Develop outreach and program promotion strategy targeting newcomer groups within their first year of arrival.
- Provide newcomers with general orientation to settlement and community services and resources.
- Conduct intakes and need assessments focused on identifying and addressing newcomer needs for participation in English language enhancement groups and/or mentoring through social matches with program volunteers.
- Coordinates weekly volunteer lead English conversation groups and provides ongoing supports to participants and program volunteers.
- Conduct social matches between newcomer individuals and families and program volunteers.
- Provide ongoing support to social/mentoring matches between program participants and volunteers.
- Overseas recruitment, screening, training, placement, evaluation, and recognition of program volunteers.
- Implements accepted case management practices and procedures including accurate documentation, continuous assessment, follow-up, and file (electronic or hard copy) maintenance. Assist newcomers to access other services and resources that contribute to their overall settlement and adaptation.
- Maintain accurate, up-to-date client files and documentation in OCMS (OCASI Client Management System) database.
- Submit accurate reports in a timely manner.
- Supports other programs as needed.
- Perform other administrative and clerical duties, as required.

You bring:

- Post-secondary education in social work, human services, sociology, psychology, settlement and/or equivalent education and work experience.
- Previous experience working with newcomers.
- Previous experience working with volunteers (volunteer recruitment, screening, training, placement, monitoring, and evaluation).
- Current knowledge of the immigration system, policies, regulations, and practices affecting newcomers.
- Extensive knowledge of government programs and services available to newcomers.
- Extensive knowledge of the local social and community services and resources.
- Knowledgeable of social issues affecting new immigrant and refugee communities.
- Strong communication, presentation, and facilitation skills.
- Demonstrated cross-cultural communication skills and ability to work with newcomers of all ages, genders, and cultural backgrounds.
- Proficiency in computers and skills utilizing Microsoft Office Applications including Word, Excel, Outlook and PowerPoint
- Proficiency in usage of online communication platforms including but not limited to Zoom and MS Teams
- Strong organizational and time-management skills.
- Strong problem-solving skills to identify and address clients' needs.
- Ability to maintain confidentiality and respect clients' privacy.
- Ability to work independently with minimum supervision and in a team environment.
- Ability to multi-task while maintaining a high degree of accuracy in case management and data collection.
- Fluency in other than English language is an asset.
- A valid Ontario Driver's license and access to a vehicle is required.

Interested in applying?

Please submit your resume to: mike.simon@ymcahbb.ca by June 15, 2024

To view and apply for positions as a **current employee**, please log into your UKG account and click "My Company", then "View Opportunities" in the sidebar menu.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity.

We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply.

If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca