

Job Opportunity



Why the Y?

The YMCA of Southwestern Ontario is committed to the development of healthy communities. Our locations, programs and services are designed to help our members and participants grow in spirit, mind and body and are open to people of all backgrounds, beliefs, and abilities.

At the YMCA

you will feel connected to community, when your work positively influences the lives of others in so many ways.

- you will meet new people, while working at one of the most respected human services organizations in the world
- you will expand your knowledge base, where you can flourish in values-based environment.
- you will have career development opportunities where you build a better future for yourself and others.
- you will experience a rewarding job by helping support the building of healthy communities.

The YMCA of Southwestern Ontario is a multi service, non-profit values-based charity that serves Windsor-Essex, Sarnia-Lambton, Chatham-Kent, London, Middlesex-Elgin, Huron-Perth, and Oxford counties. Our services include: Childcare Services, school age programs, camp programs, health and fitness branches, community programs and newcomer services across the region. Our commitment includes a special focus on the region's children and youth. From the kids in our camps and those participating in soccer and swimming lessons, to youth who are new to our communities from around the world, the Y is committed to helping our next generation to grow and thrive, as healthy individuals and passionate future leaders.

Y not join the thousands of members, employees and volunteers and share our vision of a healthy community?

As we continue to grow, we have a need for the following position:

Position/Term: Settlement Advisor (Digital Navigator) Arabic Speaking– F/T Contact

Location: YMCA North London Education Centre (207 – 735 Wonderland Road N., London ON), YMCA Wortley Education Centre (65 Elmwood Avenue East, London ON) and other YMCA London Newcomer Services Locations as needed.

Start Date: October 18, 2021

End Date: March 31, 2024

Qualifications & Experience:

- **Post Secondary Degree or Diploma in a related Human Services, Counselling, or Education discipline**
- **Minimum 1 year experience in Settlement Counseling and/or solution based counselling**
- **Knowledge of Immigration Law, and government funded/ community programs (i.e. Ontario Works, Legal Aid, CAS, etc.)**

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- A Canadian teaching certificate of authorization issued by a provincial institution or a provincial ministry is an asset.
- Fluency in an additional language in at least one common newcomer language, i.e. Arabic, Mandarin, Urdu, Hindi, Punjabi, Karen, Burmese, Tigrinya, Amharic, (required)
- Proficiency in Microsoft Office (Word, Excel, PowerPoint), Windows, Google Apps for Education, Internet, and E-mail.
- Proficiency in using online digital platforms such as Microsoft Teams, Zoom or Google Meet; required to provide virtual / remote service.
- Familiar with utilizing a database to document service recordings.
- Strong interpersonal and organizational skills
- Demonstrated understanding and sensitivity towards the challenges facing newcomers
- Experience working with diverse populations
- Proven ability to understand and interpret complex documentation, applications, etc.
- Highly developed research skills
- Comfortable and effective communicating in group situations and delivering effective and engaging presentations
- An ability to break down complex tasks into a series of simple steps
- Previous experience working within the Settlement Sector (an asset)
- Must provide a current Criminal Record Check as per the Association's policy

Compensation/Benefits:

- A YMCA personal membership at our health and fitness branches
- A discount on our Childcare and Camp programs
- Vacation entitlement in accordance with the employment standards regulations
- May be entitled to up to 12 paid personal days – applicable with position and contract length
- Benefits package - applicable with position and contract length

Schedule:

- **To Be Determined**

Responsibilities:

- YMCA of Southwestern Ontario policy and procedures.
- Act as a YMCA ambassador, demonstrating YMCA core values in your daily work.
- Determines client eligibility for services and reviews appropriate documentation
- Provides information and referrals to newcomers in order to meet immediate everyday needs including housing, banking, shopping, education, health services, etc. where the client is experiencing a barrier to access because of their lack of digital literacy.
- Assists clients one on one in setting realistic goals, priorities and the development of action items with regards to improving their digital literacy skills.
- Refers newcomers to appropriate internal and external programs and resources to support the development of digital literacy skills and/or remove digital literacy barriers.

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- Implements accepted settlement counseling practices and procedures including accurate documentation, continuous assessment, file maintenance and client follow-up.
- Advocates on clients' behalf, when appropriate, with agencies, organizations and institutions
- Assists with exploration, research and the development of workshops and programs that address identified client digital literacy needs such as typing and mouse skills, utilizing diverse technology platforms including computers, tablets, and educational software. Workshops and programs must cover introductory use of Microsoft Office (Word, Excel, PowerPoint), Windows, Google Apps for Education, Internet, and E-mail.
- Delivers group orientation and information sessions for clients that support the development of digital literacy skills and provide opportunities to practice said skills. Group sessions will follow best practices in instructional design by including clear objectives, instructional activities with differentiated instruction, and assessments that are appropriate to the skill level, needs, and interests of the participants in the session.
- Supports settlement advisors and language skills instructors with the delivery of settlement and language skills services by addressing the client's digital literacy needs.
- Creates original resources and materials to aid in improving digital literacy skills and increasing digital access for clients. These resources may be in the form of documents, videos, power points etc.
- Designs authentic learning experiences that develop the digital knowledge, skills, and attitudes necessary to be effective workers, parents/family members, and community members/citizens.
- Perform other duties as assigned and in response to the changing digital world.
- Supervises and supports program volunteers as needed.
- Handles administrative and clerical duties, including back-up reception, as required.
- Provides leadership and direction in assigned projects that benefit our clients and the YMCA i.e. Strong Kids, Peace Week, etc.

To Apply:

1. In your cover letter, specifically state the position you are applying for and location. Please include specific information detailing how you meet the qualifications we require for this position.
2. Submit your cover letter, resume, and applicable attachments to roxanne.gilroymachado@swo.ymca.ca by October 7, 2021.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The YMCA of Southwestern Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

**Want to know more about us, visit us at: <https://www.ymcaswo.ca/>
<https://www.facebook.com/YMCAofSWO/>**