

## Job Posting, External

**Job title:** Program Worker - Library Settlement Partnership (Ukrainian-speaking)  
**Classification:** A  
**Compensation:** \$28.66 - \$30.41 per hour  
**Hours:** 35 hours per week  
**Start / End Date:** As soon as possible to March 31, 2025  
**Reports to:** Manager – Programs & Services  
**Posting Date:** December 3, 2024  
**Reference Number:** CLU-2024-36  
**Deadline to apply:** Until Filled

To apply, submit your cover letter and resume by email to the Executive Assistant at [jobs@culturelink.ca](mailto:jobs@culturelink.ca), quoting the reference number.

CultureLink is a settlement and community organization with 35 years' experience in developing and delivering services to meet the needs of diverse communities. **CultureLink works within an anti-oppression framework and is committed to equity. This is a bargaining unit position.**

### Job Summary:

The Library Settlement Partnership Program Worker works out of Toronto Public Library branches to assist newcomer families and youth with their settlement needs and integration process. As part of the library settlement partnership, the worker provides needs assessment, development of settlement plans, referrals and follow-up support to clients, and information and orientation sessions to individuals and groups that help newcomers overcome settlement barriers and help the Toronto library system attract newcomers into the library system. The Program Worker plans, carries out and reports on program activities.

In-person work at one or more libraries will be required. The Program Worker must also be proficient with technology and online tools (for example Zoom, Google Meets, Microsoft Teams), and able to support clients to participate in virtual programs using technology and online tools. Some work on Saturdays and on weekday evenings will be required.

Maintaining positive relationships with library administration and support staff and CultureLink colleagues is essential to program success. All agency staff are also expected to support each other and to collaborate on agency-wide events.

### Duties

- Complete registration of clients and verify their data and particulars to uphold data integrity and validation
- Provide individual needs assessment and appropriate referrals during client intake process
- Assist clients to sort out options and develop tailored incremental settlement plans of action while providing necessary support and assistance to advance client settlement goals.
- Refer clients to other social services or assist clients in locating and utilizing community resources including legal, medical and financial assistance, housing, employment, transportation, day care and other services.
- Follow up and meet with clients to assess their progress, give support and discuss any difficulties or problems.

- Work in collaboration, maintain communication, prepare schedules and outreach duties with (respective manager) and Librarians in order to ensure necessary support to all clients as required.
- Prepare promotional material and publicize events through flyers and social media for programs to have enhanced visibility within the community.
- Create partnerships with community stakeholders as appropriate
- Maintain program statistics. Appropriate and timely input of client details and service details into the OCMS database to report across parameters a strict adherence to ensure deliverables are met
- Plan and deliver group workshops and other group activities.
- Other duties as assigned.

### Required Work Capacities

- Physical demands: sitting at a desk for computer work (50% of the workday) and meetings; lifting (files, laptop, and program supplies up to 5 kg); working in an open office.
- Non-physical demands: travel between worksites; occasional deadlines; variety of tasks.
- Social/emotional demands: teamwork; relationship/network-building; exposure to emotional situations; working closely with the public, with clients and with colleagues.
- Cognitive/mental demands: attention to detail; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication.

### Qualifications

- Post-secondary program or degree in a field relevant to human services, or a combination of equivalent experience and education.
- Three years of community work experience.
- Strong oral and written communication skills in English. Additional languages spoken is an asset.
- Satisfactory Vulnerable Sector Screening within the past six months.
- Facility using digital outreach tools and social media (i.e., Instagram, Facebook, Twitter).
- Competency in Word, Excel, power point, MS Teams, Outlook, and Internet.
- Must be authorized to work in Canada.