

Settlement Supervisor

JIAS Toronto is a not-for-profit corporation dedicated to helping immigrants with resettlement in the Greater Toronto Area. JIAS Toronto assists lawfully admitted immigrants and refugees in meeting basic financial, social, legal, and other requirements of immigration. We work to advance the well-being and social integration of newcomers by providing a full range of outreach, support, counseling, training, and referral resources.

The Settlement Supervisor oversees a team of settlement workers providing direct services to immigrants and refugees. The Settlement Supervisor is primarily responsible for ensuring that these services meet agency standards and expectations for service excellence and that documentation of these services is in compliance with all reporting requirements. The incumbent ensures that their assigned services, supports and activities meet legislative, best practice, and professional standards. *This is a full time position outside of the bargaining unit.*

RESPONSIBILITIES:

- Coach, train and supervise settlement team members to ensure a consistent level of client service.
- Participate in the recruitment of settlement workers by supporting the Clinical Manager in interviewing, onboarding, training and mentoring.
- Routinely review staff documentation to ensure compliance and provide coaching on areas for development.
- Provide regular updates to the Clinical Manager on client cases and staff progress.
- Provide settlement services to a reduced caseload of clients.
- Coordinate and consult with other teams on best practices to ensure successful provision of settlement services to privately sponsored refugees.
- Support community outreach initiatives that build relationships and increase awareness of JIAS' services in the community.
- Ensure team members' recordings/case notes are completed in a timely and fulsome manner.

REQUIRED QUALIFICATIONS:

- Master of Social Work, Counseling or related field
- Registered with an applicable regulatory college
- 3 years of experience in a supervisory or management role in a social service organization
- Extensive clinical practice experience
- Newcomer settlement experience
- Ability to manage shifting priorities and understand interdependencies
- Advanced knowledge of MS Office software
- Excellent communication and interpersonal skills.
- Ability to work in fast paced environment and meet deadlines.
- Fluency in languages that relate to the Agency client base such as Hebrew, Russian, Arabic, Tigrinya, Farsi, etc. will be considered an asset

Posting date: February 13, 2025

If you are interested in applying for this position, please submit your cover letter and résumé at [Careers at JIAS - JIAS Toronto](#). We thank all applicants for their interest, however only those considered for an interview will be contacted. To learn more about JIAS Toronto, please visit: www.jiastoronto.org.

At JIAS Toronto, we welcome, support, and integrate immigrants today to build a strong Canada and a strong Jewish Community of tomorrow. JIAS Toronto is committed to the principle of equal opportunity employment. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required.