

## Job Posting Case Worker

Roots Community Services Inc. (RootsCS) offers culturally relevant programs and services to empower and inspire individuals, primarily from the Black, African, and Caribbean (BAC) communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways for them to achieve their full potential and help them find solutions to improve their health, well-being, and quality of life, as well as to heal from the trauma that inhibits their lives.

### The Position

Roots Community Services Inc. is currently recruiting for a Case Worker to support our Newcomer Settlement Program. This role focuses on providing culturally responsive support to individuals and families who are new to Canada and navigating the complex process of settlement and integration. Under the general guidance of the Program Manager, the Case Worker will work directly with newcomer clients to assess their needs, reduce barriers, and connect them to appropriate services, including housing, employment, education, healthcare, and community networks.

The ideal candidate will have experience working with racialized and marginalized newcomer communities and demonstrate a strong understanding of the settlement process, immigration systems, and the social determinants of health. A high degree of empathy, discretion, and cultural humility is essential for building trust and providing effective support to clients adjusting to life in a new country.

**Term of Contract:** Part-time contract with the possibility of extension.

**Contract Term:** to March 31, 2026

**Hours of Work:** 28 hours per week

**Compensation:** \$50,960.00

**Terms of Contract:** Part-time position with terms and conditions reviewed annually. Renewable on April 1 of each year based on funding availability and satisfactory performance.

**Report To:** The Manager, Strategic Initiatives

### Major Duties & Responsibilities:

These include, but are not limited to:

- Provide short-term case management to newcomer individuals and families navigating the settlement process and experiencing personal, social, or systemic challenges related to integration.
- Assist clients and/or their support networks in identifying and accessing appropriate newcomer and community services; facilitate referrals and linkages tailored to the unique needs of immigrants and refugees.
- Monitor clients' mental, emotional, and physical well-being, with sensitivity to migration-related trauma and cultural transition; initiate appropriate interventions that promote overall wellness and stability.
- Collaborate with clients to develop individualized settlement plans, including clear transition

goals and timelines for achieving independence and integration.

- Consult and liaise with community organizations, cultural associations, service providers, and institutions to enhance client access to culturally appropriate services.
- Make referrals and facilitate connections to health, housing, education, employment, and other key settlement support tailored to client needs.
- Promote awareness of local services and encourage newcomer engagement with both formal and informal community networks to foster a sense of belonging and self-sufficiency.
- Provide feedback and insights to support ongoing service enhancements, including culturally responsive approaches and improved access for newcomer populations.
- Contribute to the implementation of community-based strategies that address systemic barriers and promote equity, inclusion, and successful integration for newcomers.
- Stay informed about immigration policies, settlement sector trends, and emerging best practices in newcomer case management and service delivery.
- Maintain accurate and timely documentation, including case notes, client files, and outcome tracking, in compliance with organizational and funder requirements specific to newcomer services.
- Participate in ongoing professional development and mandatory training focused on immigration, cultural competency, trauma-informed care, and newcomer engagement.

#### • **Computer Skills**

- Strong working knowledge and ability to navigate a PC Windows environment, including shared drives.
- Proficiency in Microsoft Office Suite, internet applications, and experience using database systems.
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#### • **General Duties**

- Participate in staff and team meetings and engage in ongoing professional development activities.
- Follow safe work practices and promptly report unsafe conditions.
  - Perform other related duties as required to support the success of the program and partnerships.

#### • **Skills and Competencies**

- Strong interpersonal skills, with the ability to build rapport, listen actively, and guide constructive dialogue.
- Excellent organizational skills, with the ability to manage multiple priorities and meet deadlines.
- Conflict resolution and problem-solving abilities using a diplomatic and respectful approach
- Ability to adapt communication styles across diverse cultural contexts and effectively present information transparently and inclusively.

#### **Sector Knowledge and Values<sup>1</sup>**

- Familiarity with the social service sector within the Greater Toronto Area, particularly the Region of Peel.
- Strong understanding of diversity, equity, and inclusive practices.
- Awareness of the impacts of anti-racism, anti-oppression, and systemic discrimination on racialized and marginalized communities.
- Knowledge of and sensitivity to the lived experiences and diverse needs, identities, and backgrounds of the Black population in the Region of Peel.

- Understanding of cultural and local programs and services to which to refer individuals and families from the Black, African, and Caribbean communities.
- Valid Ontario driver's license, access to a reliable vehicle, and proof of comprehensive insurance.
- Ability to work flexible hours, including evenings and weekends, and travel to various locations.
- Valid and clean Vulnerable Sector Check.
- The individual must model strong values, beliefs, and principles and respect people of diverse backgrounds and perspectives.
- Occasional standing for extended periods, and some occasional lifting may be required.
- Demonstrate sound and safe work habits.
- Other duties may be assigned.

**Qualifications:**

- University degree in Social Work or a college diploma in Social Services or a related field or an equivalent combination of education and experience.
- Minimum of two years' experience working with individuals from Black, African, and Caribbean (BAC) communities who are experiencing serious mental illness, concurrent disorders, or other vulnerabilities.
- Demonstrated experience working with racialized and underserved populations in community-based or mental health settings.
- Strong understanding of intersectionality and its impact on settlement, educational access, and mental health for newcomers.
- Proven ability to provide culturally sensitive and trauma-informed services that address the unique needs of BAC newcomers and their families.
- Experience working in a community outreach setting, including organizing and delivering workshops, events, and support groups.
- Strong communication, interpersonal, and organizational skills, with the ability to work collaboratively with individuals, families, community organizations, and educational institutions.
- Working knowledge of the Canadian education system, immigration processes, and local community resources available to support BAC families.
- Sensitivity to people from diverse socio-economic backgrounds and the ability to adapt service delivery to meet the varied needs of the community.
- Ability to engage with and build rapport with individuals from diverse backgrounds, including newcomers, marginalized groups, and those experiencing trauma or crisis.
- Language proficiency in English (oral and written) is required; additional languages spoken in BAC communities (e.g., French, Swahili, Somali, Arabic, Amharic, Tigrinya) are a strong asset.
- Valid driver's license and access to a reliable vehicle with comprehensive insurance are assets.
- A clean and recent Vulnerable Sector Check and satisfactory references are required.
- Availability to work flexible hours, including evenings and weekends, and travel within the Region of Peel and beyond as needed for outreach and program activities.

As part of our mandate for inclusivity, reasonable accommodation can be made for all incumbents to perform the physical functions described in the job.

This job description indicates the key responsibilities and core functions of the position. It is not intended to encompass a comprehensive listing of activities, duties, or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as needed.

All employees are expected to participate in special assignments as part of a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc.

Employees are expected to contribute to ongoing departmental growth and improvement through

excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

RootsCS is committed to diversity in its workplaces and welcomes individuals from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that comply with the Accessibility for Ontarians with Disabilities Act (AODA) if you require accommodation for a disability at any stage.

Please forward your application, along with a cover letter addressed to the Manager, People & Culture, via email to [careers@rootscs.org](mailto:careers@rootscs.org) with the subject line '**Case Worker**'. Please note that we will review applications as they are submitted until the positions are filled.

We thank all applicants for their interest in this position; however, only candidates selected for an interview will be contacted.