Centre for Immigrant and Community Services

**Immigrant Resource Centre (Head Office)**
2330 Midland Avenue
Toronto, ON M1S 5G5
Tel: 416-292-7510
Fax: 416-292-9120

**Kennedy Newcomer Service Centre**
2075 Kennedy Road
Unit 703 and 705
Scarborough, ON M1T 3V3
Tel: 416-293-4565 (Settlement Services)
Tel : 416-299-8118 (Language Training/LINC)

**Woodside Square LINC Centre**
1571 Sandhurst Circle
Unit 109B, G/F
Toronto, ON M1V 1V2
Tel: 416-292-6558

**North York Office**
1761 Sheppard Avenue East, G/F
Toronto, ON M2J 0A5
Tel: 416-292-7510

**Markham South Welcome Centre**
7220 Kennedy Road, Unit 8
Markham, ON L3R 7P2
Tel: 905-479-7926
Fax: 905-479-7425

**Immigrant Youth Centre**
5284 Highway 7 East, Unit 2
Markham, ON L3P 1B9
Tel: 905-294-8868

**Itinerant Services in Newmarket/Aurora**
Tel: 905-895-3789
Email: infonmc@cicscanada.com

**Centre for Learning**
Tel: 416-797-2353 / 647-882-0439
Email: cfl@cicscanada.com

**Email**
info@cicscanada.com

**Website**
www.cicscanada.com

October 30, 2026

## Job Posting

CICS is a not-for-profit organization and registered charity with a mission to empower newcomers in settling and integrating as contributing members of Canadian society through diverse, professional and innovative programs and services. We work to enable newcomers to fully integrate, participate and contribute to all spheres of Canadian society. Our success stems from our workforce culture-bound by three core values: Compassion, Inclusion and Collaboration.

**Ref:** **22-26/ Settlement Worker**

**Job Title:** Settlement Worker – **Cantonese and Mandarin Speaking (Contract until March 31, 2027, with possibility of renewal pending the availability of funding)**

**Team/Unit:** York Region Settlement Team
**Location:** MSWC, Newmarket Centre and various Welcome Centres in York Region
**Hours:** 35 hours per week; may work irregular hours, including evenings, Saturdays and some holidays
**Salary:** $49,322 to $55,492
**Hourly:** $27.10
**Status:** Unionized

**Responsibilities:**

- Provide information and support to newcomers and their families, through individual interviews and organization of group sessions, support group, or workshops on a wide range of settlement issues;
- Organize support groups for women and seniors to enhance their life skills, coping mechanisms, social support, and emotional well-being.
- Provide case management service and supportive counseling to newcomers and their families with complex needs;
- Provide needs assessment, information and orientation services to newcomers, to facilitate adjustment in the community and the settlement process;
- Facilitate access to needed services, resources, and referrals in the community by providing interpretation or translation where there are barriers due to language, culture, and race.
- Outreach and deliver / facilitate settlement workshops based on developed materials to newcomers and their families;
- Establish partnership and work with external organizations to provide service to newcomers and their families;
- Keep the team updated on all new information and be cooperative in maintenance of information by tracking government policies and community resources in order to effectively inform and refer clients;
- Respond to clients' enquiries in a timely manner and ensure accurate information is available to clients for accessing services and programs;
- Prepare and submit accurate and timely statistical and progress reports as required;
- Establish and maintain excellent working relationship and communication with internal and external groups;
- Recruit and train volunteers in supporting the planning and implementation of programs;
- Attend internal/external meetings as required and provide summaries to the manager;
- Carry out any other duties or tasks as assigned from time to time by the manager.

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**Qualifications:**

- University degree from a recognized institution or equivalent, in Social Sciences, preferably Social Work, and at least two years of related work experience;
- Good understanding of settlement and integration issues of newcomers in general;
- Excellent knowledge of government and community resources for newcomers;
- Skilled in program organization and community outreach;
- Excellent communication, inter-personal and problem-solving skills;
- Proficiency in written and spoken English, as well as second language commonly used by clientele – **Cantonese and Mandarin**;
- Ability to work in a multicultural environment;
- Ability to work with Microsoft Office Suite;
- Familiarity with WCCM (Welcome Centre Database) is an asset.
- Experience working within the Welcome Centre system and knowledge of Welcome Centre services are strong assets.
- Willing to travel between community locations in York region;
- Valid Ontario driver license and use of car is a strong asset;
- A negative result in Vulnerable Sector Screening;

Resumes and cover letters are to be sent to CICS by email: hr@cicscanada.com **by November 01, 2026.** Application should quote # **Job 22-26 Settlement Worker (Cantonese and Mandarin)** and address the covering letter to: Hiring Committee, Centre for Immigrant and Community Services (CICS), 2330 Midland Avenue, Toronto, ON, M1S 5G5.

*CICS is an equal opportunity employer. We provide accommodations during the recruitment process for persons with disabilities if required. This will be in accordance with the Accessibility for Ontarians Disability Act and Ontario Human Rights Code. We thank all those who respond to this posting. Only those selected for further screening will be contacted. Regrettably we cannot accept telephone inquiries.*