

**Settlement Counsellor (NAARS) - Tamil-Speaking**  
**(Posted Internally & Externally)**

**Posting #: 25-001NAARS**

**Job Title:** Settlement Counsellor - Tamil Speaking

**Duration:** May 19, 2025 to March 31, 2026, with possibility of an extension.

**Work Schedule** (subject to change based on operational needs):

- Monday to Wednesday & Friday, 9:00 AM to 5:00 PM
- 4 days/per week

**Location:** 1160 Birchmount Road, Unit 1A

**Salary:** \$24.34/hr

**Application Deadline:** Open Until Filled

**Contact Method:** No phone call or email, please. TESOC will reach out to selected applicants.

**General Duties and Responsibilities:**

1. Deliver a range of services to assist in the settlement, adaptation and integration of new immigrants, as specified by the funder, Immigration, Refugees and Citizenship Canada (IRCC). This includes, but is not limited to:
  - a) Needs and assets assessments, including completing a Client Information Form.
  - b) Providing culturally appropriate, solution-focused basic/supportive counselling or guidance.
  - c) Assisting newcomers with applications.
  - d) Providing translation/interpretation services to assist clients in their settlement needs, including translation of official documents.
  - e) Delivering appropriate information and referrals, as needed.
  - f) Meeting a minimum of 80% of the monthly client target.
2.
  - a) Collect, collate, and process immigration and settlement related materials and maintain appropriate data and a file for every active client.
  - b) Archive inactive client files and ensure their destruction based on TESOC's Retention and Disposition Policy.
3. Deliver group information and orientation sessions to newcomers to Canada regularly.
4. Engage in the outreach and promotion of NAARS to bring in new eligible clients.
5. Provide the assigned Executive Delegate/Settlement Coordinator with all relevant reports, documents, and statistics, as required by the program in a timely manner.

6. Input monthly data into **OCMS** by the 5th day of the following month.
7. Participate in training/cross-training sessions and staff meetings to improve the quality of the NAARS program and its services.
8. Clearly communicate with the Executive Delegate/Settlement Coordinator to ensure the smooth operation of the NAARS program.
9. Distribute Feedback Forms to clients and direct them to submit the completed form into the suggestion box.
10. Other duties as assigned by the Executive Director, including the responsibilities of your assigned Coordinator Position, if applicable.

#### **Qualifications and Competencies:**

- Ability to **speak Tamil fluently** is mandatory.
- A post-secondary degree or diploma in the Social Service Worker Program (SSW), Social Service Worker - Immigrants and Refugees Program (SSWI) or related fields OR an equivalent combination of education and experience in Settlement Services.
- Excellent English communication and interpersonal skills with the ability to adapt to new technologies and changes.
- Demonstrated commitment to professionalism, confidentiality, diversity, inclusion and equity and ability to effectively understand and interact with newcomers and staff from diverse cultural and socio-economic backgrounds.
- Upon successful hire, must provide a valid **Vulnerable Sector Check (VSC)**.

Please forward your application (**resume and cover letter**) as one PDF document to [hr@tesoc.org](mailto:hr@tesoc.org) and include the **Posting #** and the **Job Title** that you are applying for in the **subject line** of the email **OR** apply through **INDEED**. Kindly only apply via email or through Indeed, NOT both.