

INTERNAL & EXTERNAL JOB POSTING

Program Assistants, Refugee Resettlement Team (3 positions)

ISANS is seeking 3 Full-time **Program Assistants** for the Refugee Resettlement Team to provide administrative and logistics support in 3 areas: Immigrant Health, Refugee Resettlement and Temporary Accommodation. Reporting to the Supervisor and Manager, Refugee Resettlement, the Program Assistants will be responsible for:

Immigrant Health:

- Dispatching interpreters and providing information and support needed to successfully complete assignment
- Assisting GAR clients with scheduling health care appointments when needed
- Arranging for Settlement On-call Workers and Settlement Volunteers to orient clients to health care clinics and other related settings
- Referring clients to alternative interpretation services
- Providing information to clients and health service providers on issues relevant to medical interpretation and role of interpreters,
- Monitoring need for health interpretation,
- Assisting with the training of health interpreters

Refugee Resettlement:

- Working with the team to create and maintain administrative processes for organizing and compiling the information required for accurate and timely reporting and evaluation of team services and programs
- Recording, processing and storing documents in accordance with established procedures using computerized and manual processing systems
- General administrative tasks including:
 - Update client information in files and data base
 - Compiling data, I-CARE reports, presentations, team schedules on Connect, telephone lists and other schedules
 - Organizing data on Settlement Drive
 - Coordinating ordering and delivery of the annual buspasses
 - Preparing various documents including letters, e-mails, forms
 - Answering telephone calls, relaying messages, handling queries
 - Photocopying, faxing, scanning, distributing reports, brochures etc.
- Supporting with other program activities related to workshops or group information sessions and events
- Providing backup support to ISANS reception staff
- Updating and organize lists of community partners, committees, research and initiatives that team members are involved in
- Supporting staff with contacting clients and arranging interpreters when needed

Temporary Accommodation:

- Assisting in various RAP pre arrival activities including preparation of all cheque requisition forms for all client related allowances
- Assist with collection, archive and submission of bills and receipts for all purchases related to client needs while staying in temporary accommodation
- Assist with internal coordination of the clients' documents/receipts/allowance payments with the accounting department
- Monitoring, ordering and purchasing items on behalf of the RAP team
- Maintaining accurate records of all invoices
- Providing support with various temporary accommodation activities (Reception House and Commercial accommodation) meal arrangements, hygiene and kitchen supplies
- Providing backup support for other team Program Assistants

- General administrative tasks including:
 - Support with client pre-arrival and post arrival activities
 - Update relevant client information in files and data base
 - Compiling data and reports
 - Preparing various documents including letters, e-mails, forms
 - Answering telephone calls, relaying messages, handling queries
 - Photocopying, faxing, scanning, distributing reports, brochures etc

The ideal candidates for this position will have the following:

Education:

- Administrative Assistant certificate/diploma
- Equivalent combination of education and experience will be accepted

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience delivering service face to face and/or online

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

ISANS Core Competencies

Cultural Competency; Equity, Diversity & Inclusion

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

Terms of Employment:

- Fixed-term contracts to March 31, 2023, renewable pending funding confirmation
- Full-time 35 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

Commencement Date: ASAP

Closing Date: May 18, 2022, 4pm

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**