

INTERNAL AND EXTERNAL JOB POSTING

RAP Support Worker- Temporary Accommodation (2 positions)

ISANS is seeking 2 Full-time **RAP Support Workers- Temporary Accommodation** to support the operation and delivery of programs/orientation and services to newly arrived government assisted refugee (GAR) clients at the temporary accommodation. Reporting to the Supervisor & Manager, Refugee Resettlement, these positions are responsible for:

- Supports the delivery of practical orientations and services to a newly arrived GAR clients at the temporary accommodation
- Responsible for the intake/admission, pre-departure services and checkout of residents
- Responsible for ensuring welcome packages and client files are ready and prepared regularly
- Ensure rooms are set up and equipped with toiletries, food, baby formula, diapers etc.
- Organize and maintain supplies in the storage office and keep an up-to date inventory of supplies (e.g. diapers, formula, coffee, sugar etc.)
- Responsible for the purchase and delivery of the essential items to clients during quarantine /isolation period including groceries, food , hygiene supplies etc
- Supports the smooth operation of the reception house or other temporary accommodation facilities, which includes working in shifts and responding to emergencies
- De-escalates non-violent crises, e.g. client altercation, family conflicts
- Communicates in a timely and professional manner with supervisor regarding any client concern
- Supports the general office duties such as answering telephones and responding to client issues
- Provides interpretation services, as required
- Communicates in a timely and professional manner with the hotel management regarding any client concerns

The ideal candidates for these positions will have the following:

Education:

- Bachelors Degree or College Diploma in a related field (adult education, healthcare etc)
- Equivalent combination of education and experience will be accepted

Experience:

- Experience in a similar position providing information and orientation to newcomers
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience of settling in another country an asset

Knowledge:

- Knowledge of the information needs and settlement issues pertaining to refugees.
- Knowledge of immigration policies and issues
- Knowledge of the Resettlement Assistance Program
- Knowledge of community resources relevant to initial settlement
- Basic knowledge of the health care system

Skills:

- Strong written and verbal English communication skills
- Ability to speak Tigrinya, Dari or Somali would be a strong asset
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Basic computer skills

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 31st, 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:** Tuesday May 24, 2022 – 4 p.m.

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.**