

## INTERNAL & EXTERNAL JOB POSTING

### Supervisor, Resettlement Assistance Program (RAP) Operations

ISANS is seeking a Full-time **Supervisor, RAP Operations** to provide leadership and support with Resettlement assistance Program (RAP) activities including RAP Intake, Regular RAP program services, Complex Case management and Youth Life Skills, ensuring all RAP and client related issues and activities are addressed in a timely, effective and client-centered manner. Reporting to the Manager, Refugee Resettlement, this position will be responsible for:

- Supporting the effective and efficient delivery of RAP services and activities by providing supervisory leadership to the team
- Provide leadership and support with temporary accommodation services and activities.
- Ensure consistency and timely delivery of all RAP services to clients per the RAP Handbook and program policies and guidelines
- Ensure the team meet all contracted deliverables and targets
- Support the Manager's duties and Supervisor, RAP Operations with coordinating ISANS' RAP Port of Entry and temporary accommodation services and activities as needed
- Monitoring, mentoring and supporting team members with client/staff issues, elevating to manager as appropriate
- Distribute and oversee staff caseload
- Liaising and problem solving on service delivery issues across ISANS and with external partners to ensure coordinated services and ongoing links to existing resources/supports/programs
- Keep team manager informed of major service delivery issue that needs to be addressed
- Assisting with the development, implementation and orientation of policies and procedures
- Ensuring accurate and timely data entry by staff
- Participating in hiring of new staff and organizing and delivering orientation/training and providing mentorship and support
- Coordinating regular team meetings and support staff in addressing clients needs and service delivery issues
- Coordinating service delivery back-up during staff illness/absence
- Providing assistance and support to the manager with reporting on a regular basis
- Managing time off requests(ADP/OT)
- Filling in for Manager in regards to program and staff issues when away including signing expenses/timesheets

#### General responsibilities:

- Performing other duties as required
- Providing information as required for internal/external reports, proposals, grants etc.
- Reviewing and adhering to ISANS workplace health and safety policies; safety is everyone's responsibility
- Ensuring all relevant client information is recorded in the databases in a consistent and timely manner
- Attending regular Staff Meetings and Team meetings
- Attending training and development opportunities as appropriate
- Attending and providing support at ISANS events

#### The ideal candidate for this position will have the following:

##### Education:

- **Bachelor of Social Work degree with minimum of 3 years of direct experience in similar field**
- Equivalent combination of education and experience will be accepted
- Counselling certificate would be an asset

**Experience:**

- Experience supervising staff
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects
- Experience delivering presentations
- Experience with computer programs and database: data input, queries, generating developing /reports, spreadsheets, presentation documents

**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
- Excellent crisis intervention skill, ability to remain calm and handle high level of stress in complex situations
- 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 contract 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:** Thursday October 6, 2022 – 4 p.m.

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto: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.**

