

INTERNAL & EXTERNAL JOB POSTING

Team Lead, immigrant Health & Disability Support Program

ISANS is seeking a Full-time **Team Lead, Immigrant Health & Disability Support Program** to provide additional support & leadership to the Refugee Resettlement Team. Reporting to the Supervisor & the Manager, Refugee Resettlement, this position will be responsible for:

Duties and Responsibilities: Team Lead

- Coordinating Immigrant Health and Disability Support Program's activities
- Coordinating service delivery back-up during staff illness/absence
- Overseeing all communication related to the team's programs and services (i.e.: presentation materials, program resources, event promotions, etc.)
- Assisting with the implementation of new strategies, programs, policies and procedures
- Overseeing the development and use of service delivery evaluation tools and data collection
- Coordinating reporting activities
- Liaising with the Supervising team leads on the team and across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches
- Monitoring, mentoring and providing support to team members on minor client/staff issues, elevating to Supervisor and Manager as appropriate
- Participating in hiring of new staff and organizing and delivering new hire orientation, mentoring and support
- Signing Immigrant Health and Disability expenses/timesheets in the absence of the Supervisor and the Manager
- Providing assistance and support to the Supervisor with reporting, as needed
- Coordinating Immigrant Health and Disability program meetings
- Coordinating Immigrant Health and Disability training sessions
- Monitoring Workload, trends and challenges and making recommendations as appropriate
- Ensuring the smooth running of Immigrant Health and Disability programs, particularly the new Onboarding initiative

Develops the Health and Disability Support System by:

- Coordinating with IRCC and health professionals and organizations
- Maintaining accurate registry of our health care service partners.
- Providing information about the ongoing needs of clients to health professionals and funders
- Participating in developing documents, proposals and reports for existing and/or new projects
- Sharing Settlement Team Programs' coverage duties

Required Skills & Qualifications

Education:

- Bachelors Degree in Social Work/Health related
- 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 developing, implementing and evaluating programs or projects
- Experience delivering service face to face and/or online
- Experience with networking and outreach

- Experience in group facilitation

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, Databases and other systems
- 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 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: Friday September 30, 2022, 4:00pm.

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. Employee referrals are encouraged.

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.