

INTERNAL & EXTERNAL JOB POSTING

Team Lead, Resettlement Assistance Program (RAP) Operations & Port of Entry Services

ISANS is seeking a Full-time **Team Lead, RAP Operations and Port of Entry Services** to provide day to day leadership on operational activities and services of the Resettlement Assistance Program (RAP). This includes airport reception, Port of Entry services, transportation, temporary and permanent accommodation and data collection. Reporting to the Supervisor, RAP Operations, this position will be responsible for:

- Oversees the delivery and coordination of all operational activities and services that relates to the permanent accommodation including transportation , food , financial support and reception house maintenance
- Oversee the delivery and coordination of temporary accommodation activities responsible for securing all Permanent Housing accommodations for newly arrived GAR, building partnership with landlords and housing authorities
- Manage daily operation of temporary accommodation
- Oversee inventory, purchasing , disbursement of all guest rooms, hygiene supplies and equipment ensuring all necessary resources are readily available
- Coordinate availability of the rooms /units and allocation per /units with Supervisor
- Trains, develops and support RAP staff who delivers services to GAR clients during their stay at the temporary accommodation
- Maintains and update work schedules ensuring proper coverage of every shift and maintaining proper staffing.
- Ensures incident reports and documentation are up to date
- Supports the hiring and training of new staff.
- Work closely with other RAP Team Leads and Supervisors to ensure smooth daily operations and clear communication provided between the different teams.
- Coordinates/supports the delivery of services to clients.
- Reviews/ensures files and documentation are up to date and all activities are recorded in the database
- Supports and lead staff in managing crises and high-risk situations.
- Ensures that any of the assigned temporary accommodation facilities and its staff follow ISANS operational policies and procedures.
- Works with team on developing processes and procedure for the program
- Be available on call for staff emergencies at all times.

Other responsibilities:

- Collaborating with the programs and services on the team and across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches
- Networks and builds on going collaborations with external partners, Community and business resources and Ethnic communities

General responsibilities:

- Providing information as required for internal/external reports and proposals
- Reviewing and adhering to ISANS workplace policies and procedures
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participating fully in regular staff meetings, team meetings, training and development and ISANS events
- Performing other duties as required

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree or

- 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

Knowledge:

- Knowledge of case management models
- Knowledge of trauma informed and empowerment practices
- Knowledge of local organizations, programs and services important to refugee youth resettlement and integration
- Knowledge of diverse refugee populations, their needs and experience including those of 2SLGBTQ1+ refugees
- 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 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, 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.**