

INTERNAL & EXTERNAL JOB POSTING

**Coordinator Life Skills Program
(Short-term contract till end March 2024)**

ISANS is seeking a Full-time **Coordinator, Life Skills Program** to provide practical support and orientation to Government Assisted Refugee (GAR) clients who face multiple barriers to their settlement, in order to live safely and independently in their new environment. The support is to be culturally appropriate, gender sensitive and delivered in client's first language whenever possible, through trained ethno-cultural community members. Reporting to the Supervisor & Manager, Resettlement Assistance Program, the Coordinator, Life Skills Program will be responsible for:

Coordinating services & support offered to clients by:

- Coordinating referral, assessment and matching process for services offered individually to clients / families.
- Coordinating a regular monitoring of active matches
- Supporting Life Skills Support Workers through individual debriefing, problem solving, providing resources & ideas
- Responding to Life Skills Support Workers in urgent situations after the working hours, as needed.
- Regular follow-up / collaboration with ISANS staff and other agencies to ensure coordination of direct services.
- Evaluating each match to ensure that support is meeting needs / goals of clients.

Coordinating Recruitment, Screening and Training activities by:

- Recruiting new Life Skills Support Workers, to correspond with emerging needs of program amongst new clients and changing availability of current workers.
- Screening new potential workers for program
- Organizing, designing and facilitating initial training for LSS workers
- Updating program materials and learning tools as needed to support LSS workers, based on recommendations from workers, clients, RAP staff and community.
- Assessing learning needs / interests of LSS workers and coordinating additional training and debriefing opportunities as needed.

Ensuring the effective development, delivery and evaluation of the Program by:

- Collaborating with other ISANS settlement staff focusing on programming for GAR clients facing multiple barriers, to review and revise services as needed.
- Consulting and collaborating with ethno-cultural communities and other community organizations regarding activities that contribute to clients' settlement by exploring how this program can contribute to strengthen new and existing relationships in those communities.
- Creating and implementing program evaluation activities and tools, to determine the program's effectiveness in providing Life Skills Link Support to GARs.
- Analyzing outcomes of evaluation activities & integrating recommendations into programming on an on-going basis.
- Coordinating payment of LSS workers' honorariums & other reimbursements; being accountable for program expenses / budget.

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
- 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
- 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:

- Short-term contract till March 31, 2024
- 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 30, 2023, 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.

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.