

INTERNAL & EXTERNAL JOB POSTING

**Coordinator, Resettlement Assistance Program (RAP)
(Short-term contract to end March 2024)**

ISANS is seeking a Full-time **Coordinator, Resettlement Assistance Program (RAP)** responsible for providing resettlement assistance services to Government-Assisted Refugees (GARs) under the Resettlement Assistance Program (RAP). Delivers immediate and essential RAP support services and facilitates client transitions from RAP to settlement services. Reporting to the Supervisor and the Manager, Resettlement Assistance Program, this position will be responsible for:

Duties and responsibilities:

- Initial Welcome and orientation to temporary accommodation, financial and food arrangements
- Assessment of urgent needs that needs to be addressed immediately and coordinate response to incidents or medical emergencies by making referral to appropriate services as required
- Conducting initial RAP needs assessment focuses on immediate and essential needs that can be addressed in first 4-6 weeks
- Providing immediate RAP orientations to address immediate needs and questions (safety and emergency , ISANS role , neighborhood orientation , etc)
- Delivery of the specific RAP program orientations and linking to federal and provincial programs and services (PR ,MSI , SIN , IFHP ,CCTB ...)
- Provide financial orientation including orientation to RAP Income Support
- Advocates on client's behalf when appropriate to IRCC or other service providers
- Supports Housing Coordinator in providing housing related orientations and assistance in locating permanent accommodation
- Coordinates and supports all moving activities and establish clients in apartment (lease, utilities, banking, shopping , apartment and neighborhood orientation)
- Working in collaboration with other resettlement and settlement program and services and provides back up for other RAP coordinators during their absence
- May include occasional support to other resettlement programs such as Life skill or Health and Disability support 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:

- Experience working with refugees, survivors of torture, persecution, war or abuse
- Case management 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

Knowledge:

- Knowledge of specific issues facing resettled refugees in general and the Resettlement Assistance Program more specifically.
- Knowledge of settlement and housing related services and resources, with an emphasis on the services and resources that exist within the local areas.
- Knowledge and ability to integrate anti-oppression, critical disability, LGBTQI2S and trans-positivity approach in support of strengths-based principles and practices.
- 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

Additional information:

Some work outside of regular office hours, including evenings and weekends, may be required. Flex time schedules will be made to accommodate non-regular work hours.

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 to 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.