

INTERNAL & EXTERNAL JOB POSTING

**Team Lead, Resettlement Assistance Program (RAP) Services
(Full-time hours, decreasing to part time as of April, 2024)**

ISANS is seeking a **Team Lead RAP Services** responsible for providing day to day leadership with Resettlement Assistance Program (RAP) activities related to direct client service delivery. This includes Intake, regular RAP program services, Complex case management, Life Skill and data collection. Reporting to the Supervisor & Manager, Resettlement Assistance Program, this position will be responsible for:

Duties & Responsibilities:

- 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 Supervisor and Team Lead for RAP Operations with coordinating ISANS' RAP Port of Entry and temporary accommodation services and activities as needed
- Ensuring all RAP and client related issues and activities are delivered in a timely, effective and client-centred manner
- 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
- Ensuring services are provided in timely manner and clients' initial resettlement needs are met.
- Distributing clients between RAP coordinators and complex Case Coordinators
- Trains, develops and support RAP staff who delivers services to GAR clients during their stay at the temporary accommodation
- Supports the hiring and training of new staff
- Supports and lead staff in managing crises and high-risk situations elevating to Supervising Team Lead or Manager as appropriate (including coordinating requirements for On-Call staff)
- Ensures incident reports and documentation are up to date
- Maintains and update work schedules ensuring proper coverage of every shift and maintaining proper staffing
- 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 and ethnic communities
- 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:

- Full-time, 35 hours per week until March 31, 2024 and as of April 1, 2024, decreasing to 17.5 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: Wednesday May 31, 2023 – 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.**