

INTERNAL & EXTERNAL JOB POSTING

Program Assistant, SOPA

Short-term contract to end March 2024

ISANS is seeking a full-time **Program Assistant, SOPA** to support the effective and efficient administration of the project activities by providing support to the Manager, Innovation & Strategic Partnerships, the Supervisor, SOPA and SOPA team employees.

SOPA was created to improve linkages between pre-arrival and post arrival services using ISANS suite of professional online tools. Immigrants have access to the various online tools before their departure to Canada to facilitate and accelerate economic integration. SOPA has been adopted by other settlement agencies across Canada and ISANS provide them with a model, tools, expertise and ongoing support to implement SOPA with immigrants destined for their provinces.

Reporting to the Supervisor, SOPA, the position is responsible for:

- Working with the Project team to create and maintain administrative processes for organizing and compiling the information required for accurate and timely reporting and evaluation of team services and programs
- Recording, processing and storing documents in accordance with established procedures using computerized and manual processing systems
- General administrative tasks including:
 - Compiling data, reports, presentations, team schedules on Connect, telephone lists and other schedules
 - Preparing various documents including letters, e-mails, forms
 - Answering telephone calls, relaying messages, handling queries
 - Photocopying, faxing, scanning, distributing reports, brochures etc.
- Providing administrative program assistance with organization and booking of workshops, classes, seminars, events, field trips, PD/in-service days, team meetings; including registration of participants, refreshments, venue selection, transportation and set-up

SOPA Program team duties:

- Preparing regular statistical reports related to SOPA clients
- Ensuring information on client, client activity and client outcome data is input into the IMS (Information Management System), and other systems designated by IRCC
- Collecting data as needed from partner agencies
- Completing project progress and statistical reports for funders, partners, stakeholders
- Assisting in tracking and conducting phone interviews with clients to determine labour market outcomes
- Administering client evaluation surveys when and where applicable. Monitoring the ongoing stability and security of SOPA IMS

The ideal candidate for this position will have the following:

Education:

- Administrative certificate/diploma
- 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 with computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents, reporting statistics

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 to March 31, 2023
- 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 15, 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.**