

INTERNAL & EXTERNAL JOB POSTING

Resettlement Assistance Program (RAP) Intake Counsellor

ISANS is seeking a full-time **RAP Intake Counsellor** responsible for providing consistent and effective assistance to government assisted refugees during the RAP period. Reporting to the Supervisor & Manager, Resettlement Assistance Program, this position will be responsible for:

Providing Support with arrival activities by:

- Creating new arrival files into the NewOrg database
- Conducting intake and needs assessment with Government Assisted Refugee clients within a day of arrival
- Completing all the required intake forms and reports
- Coordinating with RAP Program Assistant to ensure all documentations are completed in a timely manner
- Conducting secondary migration assessments, provide onward travel arrangements onward travel and of secondary migration forms
- Conducting RAP exit assessments
- Referring urgent completion needs to other services in a timely manner
- Recording and referring special basic needs requirements to ISANS temporary Accommodation staff for follow up
- Performing follow ups with clients to ensure they have been able to access the services/supports they requested (as needed)
- Recording client services into ISANS database
- Ensuring that clients physical and electronic files are maintained and up to date

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

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:

- Indefinite-term contract
- Full-time, 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Wednesday February 7, 2024, 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.**