

## INTERNAL & EXTERNAL JOB POSTING

### Atlantic Intake Counsellor & Special Projects Coordinator, SOPA

ISANS is seeking a full-time **Atlantic Intake Counsellor & Special Projects Coordinator, SOPA** responsible for The Intake Counsellor portion of the role, which is to provide basic settlement information and referral to newly registered pre-arrival clients intending to immigrate to the Atlantic region. Intake counselling facilitates client registration, assesses clients' settlement and employment needs through online meetings, and refers participants to employment counselling and/or self-directed and facilitated courses. In addition, the counsellor connects clients with tools and resources, including settlement agencies, related to clients' professional fields and their communities of destination. The intake counsellor also manages and enters client data into a centralized database for reporting purposes as well.

In addition to performing intake counsellor duties, this role also requires the coordination of special projects, providing support on special and/or temporary projects and SOPA-related events, activities or marketing outreach as required.

Reporting to the Supervisor and the Interim Manager, Innovation & Strategic Partnerships, this position will be responsible for:

#### **Duties and Responsibilities:**

- Conducting initial interview with new clients by utilizing database and online platform tools
- Determining client priorities for pre-arrival services, referring clients to courses and employment counselling as needed
- Developing individualized Settlement/Action plans for each client and consistently keeping information up-to-date for each Atlantic province
- Referring clients to the appropriate partner agency in Atlantic Canada depending on their province of choice, and connecting clients with local orientation tools and links to the local community
- Ensuring clients have a clear understanding of the commitment required to participate in SOPA
- Responding to general questions about local client destinations
- Coordinating special projects or short-term assignments such as working in collaboration with post-secondary institutions on delivery of webinars or SOPA services, developing resources for SOPA staff and partners, and supporting SOPA marketing and outreach campaigns
- Performing administrative duties as needed, such as compiling "arrived and working" client survey data, ensuring employment outcomes are recorded in ISANS' database, and analyzing results nationally
- Supporting the coordination and organization of /organizing general SOPA events such as SOPA cafes, open houses, conferences, and Settlement fairs
- Covering SOPA registration responsibilities and SOPA LiveChat as required

#### **The ideal candidate for this position will have the following:**

##### **Education**

- Bachelor's Degree or
- Equivalent combination of education and experience will be accepted
- Counselling Certificate an asset

##### **Previous Experience**

- 2 years' experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience delivering services face-to-face and/or online

- Experience in coordination and administration an asset

**Knowledge:**

- Knowledge of local activities, programs, and community organizations that serve the immigrant population, as well as other community activities
- Maintaining knowledge of ISANS' and government programs, policies and protocols

**Skills:**

- Exceptional organizational and time management skills
- Excellent written and verbal English communication skills, including facilitation and presentation abilities
- Strong ability to work independently and as part of a diverse team for continuous improvement
- Sound professional judgment and problem-solving skills in complex situations
- Strong time management and organization skills
- Strong research and fact checking skills
- Attention to detail, ability to multi-task and prioritize
- Proficient with MS Office applications, database systems and online platform tools for video conferencing
- 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:** Thursday July 25, 2024, 4.00pm

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto: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.**

