

INTERNAL & EXTERNAL JOB POSTING

Program Assistant, Translation Services

Short-term contract to end March 2025

ISANS is seeking a Full-time **Program Assistant, Translation Services** responsible for providing support and direct services to clients in delivering translation of documents and identity information. Reporting to the Supervisor and the Manager, Family, Children & Specialized Settlement Services, this position will be responsible for:

Client Services

- Providing information to internal and external clients about the ISANS Translation Services
- Determining and recording clients' eligibility for this service
- Referring clients to intake and registration services prior to processing requests for translations
- Arranging/scheduling on-line translations
- Providing support to the Coordinator in processing translations for eligible clients
- Processing requests for translations for fee for service e.g. Temporary Foreign Workers, student and other categories

Translation Services

- Consulting with the Service Coordinator on translation process and protocols
- Assessing and verifying documents requested to be translated to ensure they comply with ISANS mandate
- Arranging and facilitating translations of documents in consultation with the Coordinator
- Drafting, revising, editing translations of international documents
- Submitting translated documents to the Coordinator for review and certification
- Providing information and making referrals to appropriate professional translation services, if such a service cannot be provided by ISANS

Administrative Duties

- Recording translation services into ISANS client database
- Accurately working with the database of International Documents
- Producing reports as required

The ideal candidate for this position will have the following:

Skills:

- Ability to multitask
- Excellent communication skills
- Strong interpersonal skills; ability to work with a variety of people
- Time management, administrative and organizational skills
- Linguistics skills
- Ability to work independently and as part of a team

Knowledge:

- Familiarity with translating theory, practice and process
- Expertise and familiarity with international identification documents
- Rules and regulations associated with the translation of documentation
- Proficiency with Microsoft Office applications and the Internet
- Familiarity with other service providers, community resources and / or ethno-cultural associations.
- Development and monitoring program outcomes and evaluation indicators

Experience:

- Cross-cultural experience and knowledge of immigration issues /issues pertaining to refugees.
- Experience in working with / supporting clients, interpreters, staff and partner organizations

Education:

- Language/translation related qualification
- Bachelor's degree or college diploma in a related field, such as community development, adult education, management, PR, social work, linguistics
- Adequate combination of education and experience
- Other spoken languages an asset particularly Mandarin

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, 2025
- 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: Friday November 22, 2024 at 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.**