

INTERNAL AND EXTERNAL JOB POSTING

Intake Program Assistant

ISANS is seeking a full-time **Intake Program Assistant, Community Integration Services** responsible to support the effective and efficient administration of Intake appointments (both online and in-person and Atlantic Immigration Program). Reporting to the Supervisor Intake and Reception and Manager, Community Integration Services, this position is responsible for:

Duties and Responsibilities:

- Book all in-person Intake appointments
- Support people using the Online Sign-Up and Scheduler. This includes running pending reports, sending follow-up emails, etc.
- Review submitted documentation to ensure all required information has been provided for General Intake & AIP appointments
- Schedule interpreters and book childcare as needed for Intake appointments
- Monitor, triage and follow up on inquiries received through the Intake email, online sign-up, phone calls and drop-in
- Update client files in NewOrg clients as needed
- Support Intake team by taking minutes at team meetings, updating documents, creating efficient processes, compiling evaluations, providing information for reports, etc
- Provide regular updates during Intake Meeting on client wait times, bookings, demand, trends, etc
- Record, process and store documents in accordance with established procedures using computerized and manual processing systems
- Provide backup support to other Program Assistant for Community Integration Services team and ISANS reception staff as needed

General responsibilities:

- Record all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Provide information as required for internal/external reports, proposals, grants etc.
- Attend regular Staff Meetings and Team meetings
- Review and adhere to ISANS workplace health and safety policies
- Attend training and development opportunities as appropriate
- Attend and provide support at ISANS events
- Perform other duties as required

The ideal candidate for this position will have the following:

Education:

- Administrative Assistant 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
- Strong computer skills and experience with computer programs and databases; experience scheduling clients with online software and asset

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
- Some travel between ISANS offices required, as needed

Commencement Date: ASAP

Closing Date: Friday, April 25, 2025- 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.**