

## INTERNAL & EXTERNAL JOB POSTING

### Coordinator, Family Support

ISANS is seeking a full-time **Coordinator, Family Support** responsible for supporting newcomer families in building healthy and resilient families that are well integrated in the community focusing on positive parenting. The coordinator plays an enabling and supportive role with newcomer families, assisting with the assessment of clients' needs, counselling, and education of parents in family life and settlement and prevention of child abuse and domestic violence/GBV. Reporting to the Supervisor & Manager, Family, Children & Specialized Settlement Services, this position will be responsible for:

#### **Ensuring effective development, delivery and evaluation of the Program by:**

- Providing individual para counselling, referral, and follow-up with newcomers around family issues.
- Organizing, coordinating, and facilitating parenting support programs for newcomers' families on positive parenting in Canada
- Working in partnership with all programs supporting settlement of new arrivals and other ISANS teams around newcomer family situations.
- Liaising with social services and community organizations around family issues including coordinating case conferences as appropriate, supporting families in complex situations with ISANS crisis program and other teams
- Periodically assessing with clients and ISANS staff the needs in family life to develop and implement new services and respond to changing identified needs within families
- Building Partnership with family service agencies and other relevant organizations to explore and implement initiatives to enhance immigrant family's access to services.
- Developing and delivering training for immigrant and partnering family service organization staff around newcomer families
- Facilitating outreach presentations on ISANS Family Support Program and needs of newcomers, internally and externally.
- Evaluating existing program materials and updating and/or developing new material as needed.
- Monitoring and being accountable for program expenses / budget in consultation with Supervisor and Manager.

#### **General responsibilities:**

- Providing information as required for internal/external reports and proposals.
- Reviewing and adhering to ISANS workplace policies and procedures
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participating fully in regular staff meetings, team meetings, training and development and ISANS events
- Performing other duties as required

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

##### **Education:**

- Bachelor's Degree Social Work 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 with networking and outreach
- Experience in group facilitation

##### **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**

- Short-term contract ending March 31, 2026
- 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

**Commencement Date:** ASAP**Closing Date:** Tuesday, January 20,2026- 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. To help us achieve our diversity goals, 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.**