

INTERNAL & EXTERNAL JOB POSTING

Communication & Engagement Coordinator, SOPA

ISANS is seeking a full-time **Communication & Engagement Coordinator, SOPA** to enhance client engagement and outreach across the Settlement Online Pre-Arrival (SOPA) program. Using a trauma-informed and accessibility approach, this role will focus on developing and maintaining client-centered content for SOPA's social media channels, website, and promotional materials, ensuring clear communication and promoting positive client experiences. In coordination with SOPA teams across Canada and ISANS communication staff, this position ensures the development and maintenance of a strong online community environment, promoting excellent customer service and maintaining a strong brand connection. This role also supports the Supervisor on the coordination of national working groups aimed at improving service delivery and client connection, fostering a welcoming and informative environment for newcomers.

Reporting to the Supervisors and Manager, Pre-arrival and Employment Transition Team, this position will:

Duties & Responsibilities:

- Develop client focused content for marketing, social media, and communications channels to strengthen client engagement and improve access to SOPA services.
- Collaborate with SOPA partners to collect, edit, and share content, such as newsletters, client success stories, and testimonials, that highlights the impact of SOPA programs.
- Manage relationships with partners across Canada to ensure consistent interpretation and application of the SOPA brand in all provinces.
- Ensure the SOPA website is regularly updated with client-relevant information, including service updates, blog posts, and success stories, to enhance client access and understanding.
- Manage and implement social media strategies designed to engage clients, promote services, and respond to client inquiries across all platforms (Facebook, LinkedIn, Instagram, YouTube).
- Organize and coordinate information to ensure updates are shared across appropriate channels and analyze the effectiveness and reach of social media campaigns using social media management systems.
- Respond to client comments and questions across social channels to maintain strong, supportive engagement.
- Develop guidelines for online client events, such as employer connection events and Conversation Circles, and provide training and support to enhance client participation and outcomes.
- Participate in regular brainstorming with SOPA partners, staff, and ISANS communications staff to identify program needs and strategies, and support implementation across varying levels of engagement.
- Participate in and support the SOPA Supervisor in leading SOPA Working Groups, including networking, marketing, and employer engagement.
- Lead the planning and organization of annual client focus groups to gather feedback that informs improvements to SOPA services, client satisfaction, and program impact.
- Coordinate with settlement organizations to strengthen SOPA's client outreach efforts and ensure alignment with broader newcomer services.
- Produce regular analytics reports to assess the reach and impact of client-facing communications, supporting continuous improvement in client engagement and satisfaction.
- Support the SOPA Supervisor in conducting regular evaluations to assess the impact of SOPA programs on clients and ensure outcomes align with client needs.
- Stay informed about digital marketing trends to enhance client service delivery through innovative strategies.
- Participate in other SOPA activities and program elements as needed.
- Provide information as required for internal and external reports.

General responsibilities:

- Provide information as required for internal/external reports, grants, and proposals
- Review and adhere to ISANS workplace policies and procedures, such as health and safety policies; safety is everyone's responsibility
- Record all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participate fully in regular staff meetings, team meetings, training and development and ISANS events
- Must be available to work evenings (supporting staff onsite during client session) and weekends when needed
- Ability to travel when needed
- Perform other duties as required

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

- University degree or college diploma in Communications, Public Relations, Marketing, or in a relevant field, or an equivalent combination of education and experience.

Experience:

- 1-3 years of relevant experience (including internships, co-ops, or contract roles)
- Experience working effectively in cross-cultural and diverse community environments -cultural and diverse community environments
- Demonstrated experience using major social media platforms, approved AI tools, and Canva is essential
- Ability to work with approved social media analytics tools to track and interpret engagement
- Proficiency with general WordPress functions is an asset
- Ability to communicate professionally in both written and verbal formats
- Experience applying an accessibility lens to communications within a non-profit context
- Experience in supporting communication strategies or campaigns
- Proficiency in creating and scheduling social media content
- Experience using computer programs and databases, including data entry, queries, and generating reports
- Experience delivering services in person and/or through online platforms
- Experience facilitating groups in educational, community, or program settings
- Experience using graphic design and visual content creation tools is an asset

Skills:

- Exceptional English communication skills, both written and verbal
- Demonstrated ability to work independently as well as collaboratively within a team
- Strong organizational and time management abilities -management abilities
- Proficiency with Microsoft Office applications
- Knowledge of accessibility standards and trauma-informed best practices relevant to the role and program -informed best practices relevant to the role and program
- Additional language proficiency considered 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, some evenings may be needed
- 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: Tuesday February 17, 2026 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. Employee referrals are encouraged.

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.**