

INTERNAL & EXTERNAL JOB POSTING

Coordinator, Family Support

ISANS is seeking a full-time **Coordinator, Family Support** responsible for assisting newcomer families in building healthy and violence-free families that are well integrated in the community and educating service providers and advocating for sensitive, inclusive and responsive services to newcomers on family matters. The coordinator plays an enabling and supportive role with newcomer families, assisting with the assessment of clients' needs, counselling and education of parents in the area of family life and settlement. 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 counselling, referral and follow-up with newcomers around family issues
- Facilitating support groups for newcomers' families
- Facilitating women's group for newcomer women
- Facilitating individual and group orientation sessions on family life for new arrivals
- Working in partnership with Settlement Counsellors and other Settlement Support Programs around newcomer family situations.
- Liaising with social services and community organizations around family issues including coordinating case conferences as appropriate
- Sharing Settlement team pager duties

Coordinating program development design by:

- Assessing periodically with clients and ISANS staff the needs in the area of family life to develop and implement new programs
- Partnering with family service agencies to explore and implement initiatives to enhance immigrants access to services
- Developing and delivering training for immigrant and partnering family service organization staff around newcomer families

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

- 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. Mostly in person work

Commencement Date: ASAP

Closing Date: Monday June 22 ,2026- 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. 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.**