

INTERNAL AND EXTERNAL JOB POSTING

Program Assistant, EVOlveSkills Project (Short-term contract to end March 2027)

ISANS is seeking a full-time **Program Assistant, EVOlveSkills Project** to support the coordination and implementation of the EVOlveSkills project for incumbent workers and new career entrants. Reporting to the Manager, Employment & Bridging, this position is responsible for:

Duties and Responsibilities:

- Recording, processing and storing documents in accordance with established procedures using computerized and manual processing systems required for accurate and timely reporting and evaluation of the program
- General administrative tasks including:
 - Compiling data, reports, schedules, and telephone lists
 - Preparing various documents including letters, e-mails, forms
 - Answering telephone calls, relaying messages, handling queries
 - Photocopying, faxing, scanning, distributing reports, brochures etc
- Collecting, tracking, and maintaining accurate participant-level data and employer engagement records for all referrals made to NSCC.
- Assistance with preparing quarterly progress reports, including:
 - Participant recruitment and training data,
 - Wraparound support usage,
 - In-kind contribution documentation,
- Challenges, success stories, and qualitative impact metrics.
Providing administrative program assistance with organization and booking of workshops, classes, training, events, PD/in-service days, meetings; including registration of participants, refreshments, venue selection, taking minutes, printing, and set-up
- Providing first contact assistance to project clients; maintaining client records and handling client follow up as needed. This includes checking referrals in the NewOrg system, scheduling appointments with clients and project coordinators
- Managing new and current client files in NewOrg on ongoing basis ensuring the accurate, comprehensive recording of all relevant, employment and training related information including notes/activities/referrals for all project clients
- Maintaining up to date profession-specific client distribution lists
- Assisting other projects or other duties as required (requests from the program coordinator, Supervisor, Employment and Bridging Manager, Directors of Programs, Director of Operations etc.)
- Assisting with creating and revision of presentations and printed materials for the program
- Assisting with project promotion through social media or other platforms, attending community events and job fairs, etc.
- Other responsibilities and duties as required

General responsibilities:

- Providing information as required for internal/external reports and proposals through reporting line approval
- Reviewing and adhering to ISANS workplace policies and procedures
- Recording all relevant client information in 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:

- Administrative Assistant certificate/diploma or equivalent
- 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 with computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents

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 to March 31, 2027
- 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: Thursday September 10, 2026 – 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. 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.**