

INTERNAL & EXTERNAL JOB POSTING

Program Assistant, Interpretation Services

ISANS is seeking a Full-time **Program Assistant, Interpretation Services** responsible for providing program assistance to ISANS interpretation services. Reporting to the Manager, Family, Children & Specialized Settlement Services, this position will be responsible for:

Duties and Responsibilities

- Recording interpretation services into ISANS database and verifying and monitoring staff entries
- Supporting the coordinator in organizing professional development opportunities for settlement interpreters
- Supporting the coordinator in organizing orientation sessions for new ISANS staff on how to work with interpreters
- Maintaining and updating list of Interpreters and supporting recruitment of new interpreters
- Supporting the coordinator with the monthly processing of interpreters' monthly assignment reports and forwarding them to ISANS accounting for processing compensation
- Assisting with the implementation of processes to enhance service delivery for using interpreters across ISANS
- Support with the integration of new technologies to streamline reporting processes

General responsibilities:

- Performing other duties as required
- Providing information as required for internal/external reports, proposals, grants etc.
- Reviewing and adhering to ISANS workplace health and safety policies; safety is everyone's responsibility
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Attending regular Staff Meetings and Team meetings
- Attending training and development opportunities as appropriate
- Attending and providing support at ISANS events

The ideal candidate for this position will have the following:

Education:

- Administrative Assistant certificate/diploma
- Equivalent combination of education and experience will be accepted
- IT expertise

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience delivering service face to face and/or online

Knowledge:

- Knowledge of the rules and regulations associated with the translation of documentation an asset
- Experience and familiarity with international identification documents an 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 and other applications for interpretation delivery
- 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.

Commencement Date: ASAP

Closing Date: Wednesday August 19, 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.

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.**