

INTERNAL & EXTERNAL JOB POSTING

Coordinator, Newcomer Community Wellness Program

ISANS is seeking a full- time **Coordinator, Newcomer Community Wellness Program** responsible for promoting mental health and wellness of newcomers/refugees during their first years of settlement, by applying a holistic, trauma informed and collaborative approach, to prevent the onset of mental health problems and to support those experiencing mental health problems. Reporting to the Supervisor and Manager, Family, Children & Specialized Settlement Services, this position will be responsible for:

Duties and Responsibilities:

Ensures effective development, delivery, and evaluation of the Program by:

- Coordinating with other ISANS programs to communicate current trends related to mental health and wellness needs among clients.
- Delivering early mental health intervention strategies such as wellness support group-sessions by designing, facilitating and coordinating with co-facilitators and complementary therapists.
- Designing and delivering targeted programs for clients and families, according to the identified trends and needs in collaboration with mental health care practitioners
- Facilitating and providing short-term-solution, (online and in person) focused individual para-counseling to support clients that require additional support and assistance.
- Help clients to navigate additional mental health services. This includes referrals to other agencies the mobile crisis team, some collaborative work with ISANS crisis team and other services
- Providing orientation to new arrivals about mental health, settlement and access to community services.
- Empowering clients to understand mental health and wellness and to access mental health and wellness services.
- Participating in educational opportunities to strengthen ISANS staff capacity to understand and support client's mental wellbeing and to provide opportunities to consult with other service providers
- Participating in committees and/or working groups to enhance community capacity to support immigrants/refugees mental health and wellbeing.
- Developing resources for newcomers on mental health and wellness.
- 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 in social work/health related or
- Equivalent combination of education and experience will be accepted.
- Mental health and addiction education and experience will be an asset.
- Community development education and experience will be an asset.

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
- Experience delivering presentations.

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the newcomer population.
- Knowledge of mental health and addiction programs and services

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 of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Thursday September 24, 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.

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.**