

Position Title: Language Programs – Classroom Assistant
Department: Language
Reports to: Language Services Manager

Summary

The Classroom Assistant provides language training support to classes and individual students who need extra help under the guidance of the LINC Instructors and Language Leads. While delivering online classes, this position plays a key role in ensuring students are prepared to receive online instruction and are able to utilize the tools necessary for their learning success. This position reports to the Language Services Manager and receives supervision from the Language Leads.

Key Responsibilities

- Supporting students in the online and/or in-person classroom environment
- Teaching students to use communication tools to interact with their teachers and the administrative team
- Providing administrative and front desk support to ensure the program meets service delivery requirements.
- Conducting onboarding, registration, and administrative tasks related to student intakes and supporting smooth integration to the classroom setting.
- Providing student orientations and overview of the purpose and use of the language companion to new students
- Providing students with training and support to learn online platforms such as Moodle and Zoom
- Working with individual students, as well as small groups of students, to ensure they receive integrated language and settlement support
- Supporting students to build their e-portfolios and/ or helping students with their portfolios during on-site delivery
- Assisting LINC instructors in preparing learning materials for students for in-person classes
- Helping instructors in creating a conducive learning environment in the classroom
- Understanding program activities and the role of the Classroom Assistant's role in achieving the goals and contractual outcomes.
- Attending and taking an active role in department and staff meetings.
- Working a flexible schedule to respond to fluctuating student needs for support during morning, afternoon, and evening classes.
- Performing other duties, as assigned by the Language Services Manager or Language Leads.

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Contributes to a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts a culture of accountability; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement.
- **Engagement.** Shows passion for the job engages people in delivering results.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

Minimum Qualifications

- 1 year experience working with English language learners
- Strong administrative and client service skills
- Ability to provide direct client services using a variety of platforms
- Excellent knowledge of Outlook, Microsoft Office Suite, Zoom, and Moodle
- Ability to conduct basic technical trouble-shooting to support service delivery
- TESOL Accreditation an asset
- Strong working knowledge of the LINC Curriculum and the Canadian Language Benchmarks
- PBLA knowledge and experience an asset
- Ability to work as a team with Instructors, Language Leads, and the Administrative team
- Ability to work with minimal supervision
- Strong interpersonal skills and a sense of initiative
- Excellent communication and organizational skills
- Sensitivity to diverse cultural values and individual experiences

- Excellent command of the English language
- Second language is an asset (Farsi)
- Ability to work a flexible schedule to support morning, afternoon, and evening classes

Additional Information

Schedule & Hours: Monday to Thursday – 28 hours/week

Salary Range: \$20.00 – \$22.00 per hour (plus benefits package)

Posted until filled. Resumes reviewed upon submission.

Please send resume and cover letter to: hr@impactnorthshore.ca

Reference: **Classroom Assistant** in Subject line

Impact North Shore is an Equal Opportunity Employer. Thank you for your interest, only short-listed applicants will be contacted.