
Position Title:	Settlement Program Assistant (Full Time)
Department:	Settlement
Program:	Settlement
Reports to:	Settlement & Family Programs Manager and Director of Service

Summary

The Settlement Program Assistant provides basic assessment, information and support on the phone, via email and responds to walk-in clients. This position provides service delivery support and ensures accurate data entry, tracking, and reporting of program deliverables and outcomes. The Settlement Program Assistant provides support with program evaluation, budget tracking and statistical compilation as required and provides general administrative support to the settlement program to ensure smooth daily operations.

Key Responsibilities

- Provides basic assessment, information and support on the phone, via email and in person.
- Identifies client settlement service needs, ensures eligibility for federally funded services and that services.
- Ensures services align with IRCC planned activities and that all IRCC deliverables are met.
- Assesses and responds to clients in crises / presenting with visible trauma on the phone or in person and provides immediate support and intervention, notifying others in the settlement team when a more in-depth service intervention is required.
- Arranges settlement service appointments as needed.
- Ensures Settlement Lead/ Manager of Settlement and Employment Services are aware of any significant concerns/client issues as quickly as possible.
- Provides referrals to internal settlement programs and external community based and/or government services.
- Provides financial and service deliverables tracking support for all program deliverables
- Creates statistical reports and generates client data as needed
- Compiles, assesses, and enters client service data onto Impact North Shore, iCARE and other government databases.
- Coordinates database updates and enhancements as required to meet new deliverables
- Ensures all required service data is correctly inputted into Impact North Shore and government databases; abide by privacy, confidentiality, and secure data storage guidelines; and swiftly respond to queries regarding service data

- quality.
- Becomes familiar with Impact North Shore policies and procedures, programming objectives, client service philosophy, and understand clearly the role this position plays in achieving contractual goals and outcomes.
 - Provides first language services as required to enhance the client experience, including providing document translation support as required.
 - Reviews quality of service data and works with service staff to ensure the correct capture and entry of service data.
 - Compiles and reviews quality of client outcome and satisfaction evaluations.
 - Prepares workshops, team meetings as needed.
 - Assists with all administrative tasks as needed.
 - Performs other duties as assigned by the Manager of Settlement and Family Programs and the Director of Service.

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. Builds 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 and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore.
- **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.

Qualifications

Minimum Qualifications

- High school education and courses or experience in office administration.
- Good organizational ability, attention-to-detail skills, excellent communication and computer skills.

- 1-2 years' experience in office environment and experience in dealing with the public.
- Experience in handling routine financial documents, and organizing and maintaining standard office procedures.
- Excellent knowledge of Excel, including conducting accurate data entry, generating statistical reports and creating graphs and charts.
- Able to multi-task, prioritize, function in a fast-paced environment, and remain calm during periods of high demand.
- Excellent English language skills
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Excellent knowledge of Outlook, Microsoft Office Suite, Teams, Zoom and ability to learn and adapt to new technologies required for excellent service delivery as needed
- Ability to work a flexible schedule to support service delivery needs during the daytime and evening hours as needed.
- Second language an asset

Additional Information

Salary Range: \$21.50 – 24.50 per hour dependent on experience

Work Schedule: 35 hours / week (schedule may vary)

Start Date: mid – October

Posted until filled. Resumes reviewed upon submission.

Email cover letter and resume to: hr@impactnorthshore.ca

Reference: Settlement Program Assistant

Impact North Shore is an equal opportunity employer. Thank you for your interest, only short-listed applicants will be contacted.