
Position title:	Settlement Program Assistant
Department	Settlement
Program:	Settlement
Reports to:	Service Manager, Settlement and Family Programs

Summary

The Settlement Program Assistant 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

- Ensure that services align with planned and required activities by the funders and that all mandated service deliverables are met.
- Provide financial and service deliverables tracking support for all program deliverables.
- Create statistical reports and generate client data, as needed.
- Compile, assess, and enter client service data into internal and external databases.
- Support with the development of agendas and take meeting notes, as required.
- Research data to prepare documents and reports for review and presentation
- File and retrieve records, documents, and reports
- Abide by privacy, confidentiality, and secure data storage guidelines; and swiftly respond to queries regarding service data quality.
- Become 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.
- Provide first language services, as required, to enhance the client experience, including providing document translation support as required.
- Review quality of service data and work with service staff to ensure the correct capture and entry of service data.
- Compile and review quality of client outcomes and satisfaction evaluations.
- Assist with all administrative tasks, as needed.

- Perform other duties as assigned by Service Managers and the Director of Services.

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.

Minimum Qualifications

- High school education and courses or experience in office administration
- 1-2 years of experiences in working in an office environment
- Experience in working with diverse clients including immigrants and newcomers
- Excellent organizational skills; ability to pay attention to details
- Proficient at Excel and accurate data entry; generating statistical reports and creating graphs and charts
- Experience in handling routine financial documents and organizing and maintaining standard office procedures
- Able to multitask, prioritize, and function in a fast-paced environment, and remain calm during periods of high demand
- Fluent in English and excellent communication skills
- Ability to identify barriers to services to promote equity and inclusion for a diverse client population
- Excellent knowledge of Microsoft Office Suite, Teams, Zoom and ability to learn and adapt to new technologies required for excellent service delivery, as needed

Job Posting

- Ability to work on a flexible schedule to support service delivery needs during the daytime and evening hours as needed
- Second language an asset

Additional Information

- **Salary:** \$23.00 - \$26.00 per hour, commensurate with experience
- **Work Schedule:** 35 hours/week (schedule may vary)
- **Term contract till January 2025 with a possibility for extension**
- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance with some flexibility for remote work.

Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "Settlement Program Assistant" – in the subject line. Please be sure to include where you found this job posting in your application email.

Impact North Shore is an equal opportunity employer. Thank you for your interest; due to the volume of applications Impact North Shore receives, only shortlisted applicants will be contacted.