
Position title:	Language Programs – Classroom Assistant
Department	Language
Program:	Language
Reports to:	Senior Service Manager – Language Programs

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. This position plays a key role in ensuring students are prepared to receive instruction and able to utilize the tools necessary for their learning success.

Key Responsibilities

- Supports students in the online and/or in-person classroom environment
- Works with individuals and small groups of students to ensure they receive integrated language and settlement supports
- Supports students to build their e-portfolios and their portfolios during in-person-site delivery
- Supports students to use communication tools to interact with Language instructors and the administrative team
- Provides students with training and support to enable their participation on online learning platforms such as Moodle and Zoom
- Assists LINC Instructors in preparing student learning materials for in-person instruction
- Works with LINC Instructors to create an inclusive and conducive learning environment in the classroom
- Works with individual students, as well as small groups of students, to ensure they receive integrated language and settlement support
- Understands program activities and the role of the Classroom Assistant's position in achieving the goals and contractual outcomes.
- Provides student orientations and overview of the purpose and use of the language companion to new students
- Works a flexible schedule to respond to fluctuating student needs for support during morning, afternoon, and evening classes
- Conducts onboarding, registration, and administrative tasks related to student intakes and supports smooth integration to the classroom setting
- Provides administrative and front desk support to ensure the program meets service delivery requirements.
- Performs other duties as assigned

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 meet on time and according to agreed standards.

Qualifications

- 1 year experience working with English language learners
- TESOL accreditation and/or Portfolio Based Language Assessment (PBLA) knowledge or experience an asset
- Strong working knowledge of the LINC Curriculum and the Canadian Language Benchmarks
- Training and/or experience in Mental Health First Aid, de-escalation, and violence/trauma-informed practice
- Ability to provide direct client services using a variety of platforms and conduct basic troubleshooting to support service delivery
- Deep knowledge about the complex and intersectional needs, assets, barriers, and experiences of immigrants, particularly from a GBA+ lens
- Knowledge of GBA+, anti-racist, violence/trauma-informed, and other equity-centered service practices
- Ability to identify barriers to services to promote equity and inclusion for a diverse student population from a GBA+ lens

- Excellent knowledge of Microsoft 365 (Outlook, Excel, Word, PPT, Teams, SharePoint), Zoom, Moodle, and ability to learn and adapt to new technologies required for excellent service delivery
- Excellent verbal and written communication skills; second language an asset
- Ability to work a flexible schedule to support morning, afternoon, and evening classes

Additional Information

Schedule & Hours: Monday to Thursday – 32 hours/week

Salary Range: \$26.00 – \$28.00 per hour

Start Date: April 1, 2025

Contract Dates: April 1, 2025 – March 13, 2026

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 "Classroom Assistant" – in the subject line and indicate 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, only short-listed applicants will be contacted