



## **Multicultural and Immigrant Services Association of North Vancouver Island (MISA)**

The Immigrant Welcome Centre is currently accepting applications for a part-time Community Connections Assistant/Intake Worker to provide support services to our Welcoming Communities Coalition and direct service delivery to clients. This position supports Campbell River and Comox Valley communities.

### **Who we are...**

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

### **Who you are...**

- You have an energetic and positive approach to your work.
- You have strong computer, documentation and marketing skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

### **The position...**

**JOB TITLE: Community Connections Assistant/Intake Worker**

**LOCATION: Courtenay**



## **REPORTS TO: Administration Manager**

**WORK HOURS:** The regular hours for this position will be 21 hours a week working primarily out of our Courtenay office, occasional travel to Campbell River may be required, schedule to be determined.

Temporarily due to COVID-19, this position will have a blended work arrangement which includes working in the office with a limited cohort and remotely from home.

**COMPENSATION:** Based on MISA's Wage Grid, Level 6 \$18.78-\$21.48

## **POSITION SUMMARY**

Provide support services to Welcoming Communities Coalition staff and direct service delivery to clients in order to manage the office operations efficiently and effectively. This person will be directly responsible for performing a wide variety of administrative duties as assigned and providing intake services for clients.

## **CORE COMPETENCIES**

- Attention to Communication
- Attention to Detail
- Thoroughness
- Personal Credibility
- Flexibility

## **KEY DUTIES AND RESPONSIBILITIES**

### **Administrative Support for Welcoming Communities Coalition**

- Collaborate and assist in coordinating and implementing events and activities for the Welcoming Communities Coalition (WCC) including:
  - research and data analysis
  - communications and marketing (eg. newsletters & blog postings)
  - maintaining a CRM database (Keela)
  - WCC hosted community events
  - WCC partnered events
- Assist in coordinating and recording WCC committee meetings, including minute taking.



- Assist in building and maintaining appropriate relationships with community partners and stakeholders, including attending meetings or events on behalf of WCC.
- Prepare documentation, reports and communications as required.
- Develop and implement administrative systems and processes to support WCC operations.
- Assist in maintaining the organization's filing system and storing important information with established office conventions.
- Maintain all confidential information.

### **Administrative Support for other Community Connections activity**

- Assist as required with organizational outreach including marketing, public relations and events.

### **Intake**

- Assist with client intake and booking of appointments for settlement workers.
- Front line reception that includes welcoming clients and providing gate keeping function for settlement workers.

### **Other Responsibilities:**

- Participate in staff meetings and attend the Annual General Meeting.
- Participate as a member of the Administration Team.
- Follow MISA's policies and administrative procedures.
- Perform other duties as assigned.

### **QUALIFICATIONS:**

#### **Required**

- Post secondary training in office administration, marketing or a related field, or equivalent combination of education and experience.
- Knowledge of community resources (Campbell River and/or Comox Valley) and experience working with community agencies.
- Understanding of social media and website updates.
- Demonstrated ability to be self-directed and well organized.
- Fluency in English – (fluency in other languages a valuable asset.)
- Proficient in Microsoft Office programs.



- Exceptional time management and organizational skills.
- Excellent cross-cultural communication and interpersonal skills.
- Knowledge and experience maintaining confidentiality, appropriate boundaries.
- The worker must be able to work flexible hours to accommodate sessions and meetings outside of typical office hours, and emergency situations.
- The worker must have a valid BC driver's license and reliable transportation.
- The worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA.

### **Preferred Skills, Knowledge and Experience**

- 2 years working within a not for profit environment.
- Understanding of research, survey and statistical analysis
- Understanding of online meeting platforms.
- Understanding of strategic concepts and tools.

*This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.*

### **How to apply...**

Applications must include a cover letter and resume detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team.

Please submit applications to [deborah.hall@immigrantwelcome.ca](mailto:deborah.hall@immigrantwelcome.ca) by 5:00 p.m. on Wednesday, May 5, 2021 however application deadline may be extended if a suitable candidate has not been found.

Thank you for your interest in joining our team. Please note we do not accept phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!

