



Multicultural & Immigrant Services Association of North Vancouver Island (MISA)

The Immigrant Welcome Centre is currently accepting applications for a part-time Intake & Digital Program Support Worker.

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...

As a professional you pride yourself on the following attributes:

- You genuinely enjoy working with a diverse range of clients.
- You are easily able to engage clients and keep them engaged through your work with them.
- You have an energetic and positive approach to your work.
- You have strong computer and documentation 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: Intake & Digital Program Support Worker

WORK LOCATION: Campbell River

REPORTS TO: Administration Manager

WORKING HOURS: Part-time, 21 hours/week

COMPENSATION:

Based on MISA Wage Grid, Level 5, Wage Range \$21.59 - \$25.35
Competitive Benefits Package

POSITION SUMMARY

The main function of the Intake & Digital Program Support Worker is to provide intake support and digital literacy training and technology support to newcomer clients as well as providing staff with on-going support and capacity building so that they can better service clients through online platforms and resources. This position will support Campbell River, Courtenay and the North Island. The Intake & Digital Program Support Worker works in conjunction and collaborates with the identified staff. This position uses databases to record activities in a timely and efficient manner. In addition, this position will support IT functions.

CORE COMPETENCIES

- Thoroughness
- Personal Credibility
- Customer Orientation
- Empowering Others
- Technical Expertise

KEY DUTIES AND RESPONSIBILITIES

Intake

- Intake support; greet clients, determine eligibility and facilitate access to services (book appointments etc.) as required.

Supporting Access to Services



- Develop training curriculum/user guides aimed to improve digital literacy for clients, staff and volunteers.
- Provide digital literacy and support to clients, staff and volunteers.
- Trouble shoot IT issues as needed and identify data and or service gaps.
- Supports clients via Settlement, LINC and Employment staff to accommodate client needs.
- Provide a client centered process when engaging the client to help resolve identified issues.
- Ensures consistent support and continuity of service.
- Provides ongoing information sharing with Settlement, LINC and Employment staff and support staff through meetings and written communications.
- Identifies and reports any trends that may impact digital services.
- Assists to establish and maintain all applicable MISA policies and procedures.
- Work well and trouble shoot with Settlement, LINC and Employment staff and provide admin support as needed.

Program Management Support

- Liaise with Settlement, LINC and Employment staff to ensure digital support program delivery meets funder requirements.
- Recommend and develop best practices for on-line communication and technology that meets the needs of our Settlement Services programs and projects.
- Provide informed leadership for the present and future success of MISA's technology strategy.
- Use both the Program Planning Model and Work Plan tools as part of our business processes.

Outreach and Networking

- Promote the Association's programs and services with clients and the community
- Develop, maintain and share community contacts.

Record Keeping & Service Support

- Maintain confidential records of contacts with clients. Enter client information into relevant database(s) such as OCMS.
- Attend staff meetings and organizational planning and development sessions as requested.
- Participate in MISA's professional development program.



- Maintain a current knowledge of digital literacy and technology trends as well as enhance existing skills through professional development.

This position will include collaborating with other staff on their projects when required.

QUALIFICATIONS:

Required

- Post secondary training or equivalent combination of education and experience in a related field.
- Demonstrated computer proficiency and working knowledge of MS Office programs and digital communications including video conferencing and networks.
- Experience with developing training resources and providing IT support.
- Minimum 2 years of experience in a related position.
- Knowledge of latest technology and on-line communication.
- 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. In addition, they will follow MISA processes and use MISA tools and where possible provide constructive feedback on the enhancement of these.

PREFERRED SKILLS, KNOWLEDGE, EXPERIENCE AND ATTRIBUTES:

- Fluency in English – (fluency in other languages a valuable asset).
- Excellent communication skills.
- Experience working with highly confidential and sensitive information.
- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Excellent problem-solving, communication and interpersonal skills that would reflect a self-directed, helping professional.
- Demonstrated teamwork skills.
- Proactive with demonstrated flexibility and ability to embrace change.
- A positive commitment to MISA clients, MISA mission and the organization.
- Ability to foster positive relationships with clients, co-workers, employers and community partners.



- Ability to work one to one with staff or in a group setting to establish collaborative working relationships.
- Provide service to clients and staff in a respectful, sensitive and confidential manner.
- Well developed planning, organizing, controlling and administrative skills.
- Knowledge and experience maintaining confidentiality, appropriate boundaries with other staff and clients in a professionally assertive manner.

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. Incomplete applications will not be accepted.

Please submit applications to deborah.hall@immigrantwelcome.ca by 5:00 p.m. on Friday, September 24, 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!