



## **MULTICULTURAL & IMMIGRANT SERVICES ASSOCIATION OF NORTH VANCOUVER ISLAND (MISA)**

The Immigrant Welcome in Campbell River is currently accepting applications for a part-time (8 hrs/week) Language Instruction for Newcomers to Canada (LINC) Intake Worker position. Please see timeline, full job description and requirements below.

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.

### **Timeline:**

**Required:** Cover Letter and Resume

**Application Deadline:** Submit by noon on May 29, 2019 through Indeed.

**Note:** We apologize, but we do not accept any phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!

**JOB TITLE:** Language Instruction for Newcomers (LINC) Intake Worker

**LOCATION:** Campbell River

**REPORTS TO:** LINC Coordinator

**WORK HOURS:** This position is part-time at 8 hours/week for 45 weeks per year, off July-Mid August.

**COMPENSATION:** MISA Wage Grid, Level 6, Wage Range \$17.76 - \$20.24

### **POSITION SUMMARY:**

The LINC Intake Worker is responsible for registration and placement of students in the LINC program. The LINC Intake Worker also schedules language assessments for clients and assessors. This role also provides support in records management and general office support for the delivery of the LINC program. On occasion, the Intake Worker will do community outreach and materials development.

### **CORE COMPETENCIES:**

- Attention to communication
- Thoroughness
- Personal credibility



- Flexibility
- Ability to foster collaborative relationships

## **KEY DUTIES AND RESPONSIBILITIES:**

### **LINC Intake**

- Provide information and make referrals for telephone, email and walk-in inquiries to suitable MISA programs and services with a focus on LINC program services.
- Assist with registering students, placing them in class or on waitlist.
- Schedule client language assessments.
- Assist LINC instructors with establishing and maintaining student files in a confidential manner and ensuring that LINC student agreements and Waivers of Indemnity are signed and on file.
- Assist in maintaining (student) PBLA monitoring tools.
- Assist LINC Assessor to arrange and coordinate CLBPT assessments and assign students to class levels
- Coordinate with Settlement staff, LINC instructors and other staff to ensure a smooth referral and registration process.
- Field inquiries from potential students.
- Provide information to students and volunteers of class changes/cancellations.
- Compile registration and manage waitlists.
- Develop and implements operational documentation and processes.
- Coordinate daycare services.
- Visit community partners to provide information about LINC classes.

### **Administration - General**

- Provide administrative support by answering phones, processing mail, faxing, and filing, creating documents and entering data into databases.
- Responsible for records related to program delivery equipment and supplies and activities.
- Provide teaching equipment support to instructors e.g. audio-visual equipment.

### **Outreach**

- Assist with researching upcoming LINC training opportunities for instructors.
- Coordinate community engagement activities for LINC students by arranging field trips and invitations/presentations for guest speakers.

### **Reporting and Privacy Management**

- Ensure appropriate data is entered into database
- Ensure that MISA complies with privacy regulations as required by legislation, our funders and best practices
- Communicate with instructors around issues of privacy, confidentiality & ethics/policy issues.



### **Other Responsibilities:**

- Prepare and participate in staff meetings and activities and attend the Annual General Meeting.
- Attend Settlement and LINC Team meetings as necessary.
- Promote LINC program and MISA in the community.
- Follow MISA's policies and administrative procedures.
- Perform other duties as assigned.

### **QUALIFICATIONS:**

#### **Required**

Post secondary training in administration, social work or a related field, or equivalent combination of education and experience in or outside Canada.

- 2-3 years general office experience.
- Demonstrated proficiency in MS Office programs.
- Fluency in English – (fluency in other languages a valuable asset)
- Excellent communication and client service skills.
- Must have a valid BC driver's license and reliable transportation.
- Must have a satisfactory vulnerable sector criminal record check.
- Will follow the code of ethics and mission statement of MISA.

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

- Teaching experience would be a valuable asset.
- Demonstrated teamwork skills.
- Well-developed planning, organizing, and administrative skills.
- Understanding of a non-profit organization and the ability to represent one in a positive and supportive fashion.
- Ability to foster positive relationships with clients, co-workers, community partners and government officials.
- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Knowledge of community resources and experience working with community agencies.
- Self-directed with excellent time management, organizational and critical thinking skills.
- Commitment to MISA's code of ethics, oath of confidentiality and the mission statement.
- Knowledge of Canadian Language Benchmarks (CLB)

*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.*