

INTERNAL & EXTERNAL JOB POSTING

Team Lead, Refugee Resettlement

ISANS is seeking a Part- time **Team Lead, Refugee Resettlement** to provide additional support & leadership to the Refugee Resettlement Team. Reporting to the Manager, Refugee Resettlement, this position will be responsible for:

- Coordinating settlement and disability support case management activities
- Coordinating service delivery back-up during staff illness/absence
- Overseeing all communication related to the team's programs and services (i.e.: presentation materials, program resources, event promotions, etc.)
- Assisting with the implementation of new strategies, programs, policies and procedures
- Overseeing the development and use of service delivery evaluation tools and data collection
- Coordinating reporting activities (including iCARE)
- Liaising with other supervising team leads on the team and across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches
- Monitoring, mentoring and providing support to team members on minor client/staff issues, elevating to Manager as appropriate (including coordinating requirements for On-Call staff)
- Participating in hiring of new staff and organizing and delivering new hire orientation, mentoring and support
- Signing expenses/timesheets in the absence of manager
- Providing assistance and support to the manager with reporting, as needed
- Coordinating program meetings
- Coordinating team training sessions and monitor attendance at sessions
- Filling in for Manager in their absence

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree or
- Equivalent combination of education and experience will be accepted

Experience:

- 2 years experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects

Knowledge:

- Knowledge of case management models
- Knowledge of local activities, programs and community organizations that serve the immigrant population

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

Terms of Employment:

- Fixed-term contract to March 31st, 2020, renewable pending funding confirmation
- Part-time, 17.5 hours per week

Commencement Date: ASAP

Closing Date: Wednesday May 15th, 2019– 4 p.m.

To apply: E-mail your resume and cover letter merged into one document to careers@isans.ca, stating in subject line the position you are applying for.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**