

INTERNAL & EXTERNAL JOB POSTING

Resettlement Assistance Program (RAP) Coordinator

Short-term contract to end of March 2020

ISANS is seeking a part-time **RAP Coordinator** responsible for providing consistent and effective assistance to government assisted refugees in the first two weeks of their arrival in Halifax. Providing backup to the other RAP Coordinator Temp accommodation when absent and as needed and vice versa. Reporting to the Supervising Team Leads and Manager, Refugee Resettlement, the RAP Coordinator will be responsible for:

Coordinates pre-arrival activities by:

- Creating new arrival files into the NewOrg database
- Supporting food arrangement activities
- Supporting with temporary accommodation arrangements

Provides support with arrival activities by:

- Conducting and recording intake and needs assessment with clients right after their arrival.
- Supporting with providing orientation sessions focusing on transportation, affordable shopping and neighborhood resources.
- Supporting with orienting and linking clients to various federal and provincial programs
- Supporting with linking clients to banking services and ensuring that clients have initial understanding and skills to use the basic products
- Creating clients physical and electronic files and maintaining confidential filing system of client data
- Updating all relevant client information on database in a timely and consistent manner within 3 days of information becoming available (specific data related to temporary accommodation, client arrival status and program starts)
- Assisting with producing/generating regular reports of all RAP activities
- Supporting with other programs activities related to workshops or group information sessions
- Providing backup support for other teams' Program Assistants
- Performing general administrative tasks including but not limited to:
 - Support with client pre-arrival and moving activities (prepare welcome package, calling cards and utility hook up, etc.)
 - Compiling data, reports, presentations, team schedules on RR Team page, telephone lists and other schedules
 - Preparing various documents including letters, e-mails, forms
 - Answering telephone calls, relaying messages, handling queries
 - Photocopying, faxing, scanning, distributing reports, brochures etc

Provides support with moving activities by:

- Assisting RAP clients with locating suitable and affordable permanent accommodation, finalizing the lease application and securing a tenant insurance.
- Coordinating clients' moving schedule with the support of on-call workers, transportation providers and Settlement Team staff.
- Coordinating support with shopping for households, furniture and grocery
- Providing apartment orientation and ensuring that clients have basic skills and understanding of safe apartment living
- Developing printed materials in clients' language, and share it with them as a supportive hand-outs to ensure their understanding of necessary steps to settle in their new community.

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
- Experience delivering service face to face and/or online
- Experience with networking and outreach

Knowledge:

- 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

- Short-term contract to March 31st, 2020
- Part-time, 28 hours per week

Commencement Date: July, 2019

Closing Date: Wednesday June 19th,2019 4.00pm

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.**