



Immigrant and Refugee
Community Organization of Manitoba

Community Resource Program Assistant January 2018

POSITION SUMMARY: Under the supervision of the Community Resource Programs Manager (CRPM) the Community Resource Program Assistant (CRPA) is an innovative and self-motivated individual committed to IRCOM's vision and mandate of empowering newcomer families to integrate into the wider community through affordable transitional housing, programs, and services. This staff is a 'people person' who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills, able to meet the challenges of working with a culturally diverse group of clients. The CRPA will exhibit and uphold core values of respect, non-violence, equality, fairness and team work.

Objective

The objective of the position is to provide support to IRCOM Community members as they transition into their new environment and to facilitate access to relevant community resources

Program Operation

- ⊕ Attend and assist in organizing and running new tenant orientation
- ⊕ Be available for drop-in visits in the CRP office & act as the primary contact for newcomer families in the Community Resource Program (CRP) office
- ⊕ Assist in providing support for high needs families
- ⊕ Be knowledgeable about resources and partner agencies in order to make appropriate referrals

Specialties

- ⊕ Assist tenants in navigating large systems (EIA, Child Tax benefits, CRA, Winnipeg Harvest, etc.)
- ⊕ Support tenants in finding suitable next stage housing together with the Housing Admin Assistant
- ⊕ Provide tenants with information to support the move-out process
- ⊕ Assist Housing Administrative Assistant to arrange for exit interviews
- ⊕ Recruit IRCOM families for workshops, meetings and special events

Communication

- ⊕ Update CRP and other IRCOM bulletin boards with pertinent information for the tenants
- ⊕ Assist CRPM in composing program summary of activities for the IRCOM Annual Report and/or for public information
- ⊕ Submit monthly narrative reports to CRPM, as well as any other relevant reporting related to the position
- ⊕ Attend IRCOM staff meetings
- ⊕ Work with other programs on joint projects and / or the development of new programs as needed
- ⊕ Other tasks as assigned by CRPM

QUALIFICATIONS

- Post-secondary education in a relevant field plus at least one year experience in the social services sector or a combination of other qualifications, skills and experience

- Some experience in the not-for-profit sector, community organizations or government, and/or an equivalent combination of skills and experience
- Understanding of confidentiality and boundaries in community setting
- Culturally sensitive with a firm commitment to an asset-based empowerment approach
- Deep awareness of the refugee experience, war-related trauma, and/or the immigration process
- Existing knowledge of and/or connections with relevant newcomer settlement service providers
- High level interpersonal and cross-cultural communication skills
- Strong English written and oral communication skills
- Fluency in additional languages in common with IRCOM tenants is an asset
- Strong organizational skills and the ability to prioritize tasks
- Experience in program delivery, ideally in a settlement setting
- Knowledge and experience in developing community resources
- Proficiency and familiarity with Microsoft Office suite
- Clear Criminal Record Check and Child Abuse Registry Check, upon hiring
- International education/experience is recognized and valued
- Lived newcomer experience is an asset
- Valid Class 5 Drivers License is an asset

Please see <http://www.ircom.ca/about-us/employmentopportunities/> for additional information.

Hours of work

This is a part-time term position for a maximum of 30 hours per week to March 31, 2018. The CRP assistant hours will take place predominantly during daytime and evening hours, Monday to Friday and some Saturdays.

The hourly rate for this position is \$17.59. Must be legally entitled to work in Canada

To apply for this position please submit your résumé and cover letter by **February 5th, 2018** to:

The Hiring Team
 95 Ellen Street
 Winnipeg, Manitoba R3A 1S8
 Email: admin@ircom.ca
 Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted. Your cover letter, résumé and/or application must clearly indicate how you meet the qualifications.