



Immigrant and Refugee
Community Organization of Manitoba

IRCOM House Ellen
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IRCOM House Isabel
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www.ircom.ca
info@ircom.ca

PROGRAM ASSISTANT

(Term – 6 Months, Full-time - 37.5 hours/week)

September 2021

POSITION PURPOSE AND SUMMARY

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Program Assistant** provides support to IRCOM programs by;

- Welcoming visitors, program participants and tenants and addressing their immediate needs when offices are open to the public, all while adhering to IRCOM's COVID-19 On-Site Guideline and protocols across according caution levels,
- Assisting Tenancy Services, Facilities, After School Programs, Child Care Program, Community Resource Programs, Newcomer Literacy Initiative, Volunteer and Community Engagement Programs, and others,
- Facilitating provision of coordinated services and programs across the organization, and
- Supporting programs in tenant and participant data entry,

Reporting to the Director of Finance & Operations, this role serves as the initial contact for the general public & program participants to IRCOM. This role works in cooperation with all program staff to meet the newcomer community's settlement needs. The **Program Assistant** will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment, and they will work in a way that is people-centered, holistic and partnership based.

DUTIES AND RESPONSIBILITIES

Program and Executive Support (60%)

- Answer, screen and forward all incoming phone calls to correct departments by maintaining phone systems switch board, and assist with general inquiries. Place outgoing calls as necessary.
- Welcome and assist all office visitors, ensuring a safe and clean reception area when offices are open to the public while adjusting offices to IRCOM COVID-19 response caution levels
- Assist COVID-19 Response Team and the Procurement & Asset Management Specialist, with restocking personal protective equipment and sanitation equipment and ensuring availability to staff
- Assist program participants and staff by completing program registration forms, providing reminders regarding upcoming events, explaining program criteria, etc.
- Assist coordination between tenants and the Early Childhood Development Hub if working from our Isabel site
- Answer Tenancy Services related questions from prospective tenants, share application information and housing eligibility rules, refer to external housing partners for additional options beyond IRCOM House
- Develop and implement efficient administrative procedures to assist in registration, scheduling priorities, space requirements and other community resources in collaboration with other programs
- Develop, edit and circulate internal staff newsletter
- Assist the Director of Finance & Operations with logistics for program and organizational needs
- Provide support to the Senior Management team from time to time as required
- Provide support to the Executive Director from time to time as required

Program Planning Support (20%)

- Organize, schedule and prepare program planning spaces for meetings, ensuring they are safe, clean, and welcoming to staff and guests
- Assist with booking and coordination of payment for interpreters
- Ensure program support supplies PPE inventory, food products are accessible and well-maintained
- Facilitate safety of participants, volunteers and staff by following security procedures and COVID-19 protocols and by monitoring and controlling front door access
- Develop and assist in implementing new support procedures in collaboration with supervisor
- File, photocopy, scan, fax, collate, mail letters/packages, and prepare program reports and meeting minutes as needed or directed
- Collaborate with Managers and programs to identify activities to share vision, stories, and the future of IRCOM

Records Management (15%)

- Maintain staff and visitor logs for anyone on-site at IRCOM
- Maintain sanitation and cleaning check-lists and schedules for IRCOM offices and program spaces
- Enter participant data into iCARE and other databases as required
- Assist in collection, storage and management of participant or tenant records
- Ensure participant and organizational hard copies and digital information are accurately filed
- Assist in maintaining hard copy and computerized information filing systems for programs
- Maintain up-to-date internal and external contact lists for various groups, i.e. participants / tenants, program waitlists, staff
- Ensure various information boards (i.e. media wall, bulletin boards, signage) are accurate & current

Information Technology Assistance (5%)

- Assist the IT Support Specialist in supporting participants & program staff in use of technologies (phone, copier, projector, computers, etc.) as required
- Monitor website and other media for accuracy and currency of information available to participants and the community
- Monitor the info@ircom.ca email account and share information as required

REQUIRED QUALIFICATIONS

- Minimum 2 years administrative experience
- Post-secondary education in a relevant field such as Business Administration
- Extensive computer experience with Microsoft Office applications (Outlook, Teams, Excel, PowerPoint, Word) and data bases
- Superior customer service skills, attitude and experience
- Meticulous organizational skills and the ability to prioritize work
- Exceptional written and verbal communications skills, proven ability to deliver relevant and consistent messaging with demonstrated creativity.
- Demonstrated experience working in a very fast paced, multi-tasking program environment
- Ability to work as a team player as well as take initiative and work with minimal supervision
- Thorough knowledge of administrative and clerical procedures
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/work-here>)

DESIRED QUALIFICATIONS

- Prior experience assisting with settlement sector programming is an asset
- Additional language skills is an asset

Wage: \$18.85/hour

Benefits: Professional development opportunities
Collaborative, family-friendly and supportive working environment

Application Process: All applicants must be legally entitled to work in Canada.

Employment Equity is a factor in selection. Applicants are requested to indicate in their covering letter or résumé if they are from any of the following groups: women, Indigenous people, refugees, immigrants, visible minorities and/or persons with a disability.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

Review of applications will begin at **12 pm noon, Monday, September 20**
and continue until a candidate is selected

Please direct applications or inquiries to:

HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.