



## INTERNATIONAL WOMEN OF SASKATOON (IWS)

### International Women of Saskatoon (IWS) Position Description

<b>JOB TITLE:</b>
<b>Program Coordinator</b>
<b>TITLE OF IMMEDIATE SUPERVISOR:</b>
Manager, LARC Saskatchewan Program
<b>TEAM COMPOSITION:</b>
Admin/Client Services Staff
<b>EMPLOYER'S PROFILE:</b>
The International Women of Saskatoon (IWS) is a grassroots women's organization and a registered charity established in 1985 with the mandate to help improve the status of newcomer/ immigrant/ refugee women and their families residing in Saskatoon and area by assisting them, using innovative programs and delivery strategies, to become full participating members of Canadian society.
<b>PROGRAM DESCRIPTION:</b>
<p>The Language Assessment and Referral Centre (LARC) is a Program of the International Women of Saskatoon (IWS) that is funded by Immigration, Refugees and Citizenship Canada (IRCC).</p> <p>Located on 13<sup>th</sup> Avenue- Regina, the LARC Regina Program is a Centralized English language assessment center in Regina authorized to:</p> <ul style="list-style-type: none"><li>• Conduct screening to determine eligibility for federally funded language programs</li><li>• Provide free assessment to help determine clients' current linguistic/language skills</li><li>• Present clients with options for federal language training (LINC) programs</li></ul>
<b>SUMMARY OF POSITION/MANDATE (PURPOSE):</b>
Reporting to the Management team at the Head Office in Saskatoon, the Program Coordinator is primarily responsible for the daily coordination of supports and services relating to provision of Federal Language Assessments to eligible clients. The position also requires the individual to provide program oversight and development of applicable reports, to act as a liaison with the relevant agencies/organizations, as well as actively network and promote the organization, the center and services.
<b>TASK DESCRIPTION:</b>
<b>Daily Coordination</b> <ul style="list-style-type: none"><li>• Ensures exceptional client service delivery and strict compliance with privacy policies/rules</li><li>• Ensures the highest level of operating standards, protocols and procedures, communicating new directives on admin/client services procedures and best practices</li><li>• Oversees the scheduling of client appointments, coordinating with LARC staff to ensure efficiency and enhanced client outcomes</li><li>• Facilitates support for IWS systems (iCare and Simple CTS) users and liaises with technical support team for maintenance and to ensure security of client data</li><li>• Coordinates the distribution of approved advertising and promotional materials</li><li>• Liaises with Head Office regarding repairs and maintenance of the LARC Regina Program space</li><li>• Liaises with Head Office and submits requisition forms for identified monthly supply needs</li></ul>



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- Assists with identifying IT needs and solutions and submits requisition form for IT support to HR/Policy Manager for approval
- Acts as primary contact for the LARC Regina facility for the purposes of Alarm systems
- Works as a floating staff to ensure effective Admin staff coverage for sick and vacation days
- Provides daily oversight to Program Admin/Client Services Team including facilitating staff check-ins
- Inputs accurate client data/records using approved forms and data management systems (iCARE, SimpleCTS, Excel) and standard operating procedures
- Provides oversight for the Care for Newcomer Children services to ensure that all standards and protocols are in compliance with CMAS policies
- In consultation with the Manager, coordinates site visits for inspection and activity monitoring

### Report Development

- Ensures the accuracy of all data entries and reports submitted to Head Office
- Provides regular updates to Management on status of program activities
- Liaises and works collaboratively with Admin/Client Services Staff to collate and analyze qualitative and quantitative data as they pertain to the Program activities, output and outcomes
- Responsible for developing interim and final reports on identified needs, service gaps, trends, demographics, areas for improvement and success stories, which reports must be submitted to the Manager, through the LARC Program Admin Team Lead, in a timely manner.

### Networking/Promotion

- Assists with facilitation of the LARC Saskatchewan Advisory Committee meetings
- Works as the main Liaison for the purposes of communication and stakeholder engagement in Regina. Thus, liaises with stakeholders such as: LINC Providers, the Newcomer Welcome Centre, other Community Based Organizations to promote effective consultation, coordination, relationship building and client Referral Services
- Schedules meetings and facilitates presentations with Community Based Organizations and Intercultural Organizations to promote the LARC services and enhance client recruitment
- Represents the IWS at relevant meetings, training programs, special cultural events and conferences designed to facilitate collaborative partnerships and client access to the LARC
- Works collaboratively with both Regina and Saskatoon team members to further the objectives of IWS through the LARC Program
- Assists with all other duties as may be required in furtherance of the mission of the Organization

### FACTOR INFORMATION

#### EDUCATION & EXPERIENCE

- University degree in Social Sciences, Education, or Arts
- Minimum of two years' work experience in program management/oversight, including direct supervision of staff/team leadership
- Knowledge of Saskatchewan's immigrant/newcomer settlement programming and provincial and national immigration and settlement policy



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<b>CORE COMPETENCIES</b>
<ul style="list-style-type: none"><li>• Ability to multi-task and work under pressure with minimum supervision independently and in cooperation/collaboration internally with staff and externally with other agencies</li><li>• Experience in the settlement sector and/or providing direct clients services and Needs Assessments</li><li>• Knowledge of current available settlement programs, services and resources in area</li><li>• Excellent communication (oral &amp; writing) skills</li><li>• Excellent customer service and leadership skills</li><li>• Good judgement and demonstrated ability to think critically and effectively solve problems</li><li>• Ability to work independently and within a team</li><li>• Proficiency in MS Office Applications and applicable client data managements systems, iCARE and SimpleCTS</li><li>• Self-confidence, positive attitude, enthusiastic and upbeat personality</li><li>• Knowledge of issues/challenges in the immigrant/refugee/newcomer community</li><li>• Demonstrated commitment to high professional ethical standards in a community environment</li><li>• Valid Criminal Record Check/Vulnerable Sector Search</li><li>• Valid First Aid/CPR Level C</li><li>• Other language abilities are an asset</li></ul>
<b>EFFORT</b>
<ul style="list-style-type: none"><li>• Will have multiple priorities with frequent interruptions</li><li>• Coordinates the efforts of groups and individuals with varying interests, perspectives and timelines</li></ul>
<b>WORKING CONDITIONS</b>
<ul style="list-style-type: none"><li>• Will work in an office environment</li><li>• May work evenings and weekends as required</li><li>• Travel within and outside of the Province when required</li><li>• Valid driver's license and access to a functional vehicle</li></ul>
<b>HOURS OF WORK &amp; SCHEDULE</b>
<ul style="list-style-type: none"><li>• 35 hours per week</li><li>• Monday to Friday, 9:00am-4:30pm</li></ul>
<b>WAGE &amp; BENEFITS</b>
<ul style="list-style-type: none"><li>• \$24/hour plus MERCs</li><li>• Standard Organization's Group Retirement Plan/Health and Dental Benefits</li></ul>

<b>CONTACT INFORMATION</b>
<b>APPLY TO:</b>
HR/Policy Manager International Women of Saskatoon (IWS) workingwithiws@sasktel.net
<b>APPLY BY:</b>
Friday, February 16, 2018



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<b>CONTRACT DURATION:</b>
March 5 – 31, 2018 with possibility of extension
<b>Note:</b>
We also wish to advise that only those individuals who have been selected for an interview will be contacted.