



INTERNATIONAL WOMEN OF SASKATOON (IWS)

Job Title: Center Support Worker

Location: Regina, SK

Program Description

International Women of Saskatoon (IWS) is a grassroots women's organization and a registered charity, with the mandate to help improve the status of newcomer, immigrant, refugee women and their families by assisting them, using innovative programs and delivery strategies, to become full participating members of Canadian society. IWS utilizes a one team approach by collaborating across departments to provide clients with the services they need, including needs assessments, language assessments, and information and orientation sessions. The Center Support Worker will help to facilitate client access to our funded programs, by providing exceptional front line and administrative services.

Duties and Accountabilities

- Answer incoming calls, emails, and enquiries and ensure a warm and welcoming environment for clients
- Conduct client appointment bookings for programs and services, including (but not limited to) initial eligibility screening, appointment reminders, rescheduling, and liaising with other staff to schedule interpretation and support services
- Liaise with partner agencies and other team members for the purpose of incoming referrals
- Track client cancellations, incoming referrals, and any other data as needed
- Perform clerical duties, including (but not limited to) faxing, scanning, photocopying, and filing
- Liaise with management for the purposes of receiving incoming mail and packages
- Track inventory of office supplies and request for low-stock items
- Conduct office opening and closing duties, as assigned

- Conduct centralized intake and registration, using a variety of delivery methods including telephone, email, zoom, Whatsapp, and in person
- Complete data entry tasks using the IWS data management system
- Ensure client profiles and database records are up to date with contact information
- Be responsible for creating new client files and organizing centralized filing system
- Compile and organize internal communications
- Perform daily and weekly cleaning duties as assigned
- Perform other duties related to the position and in furtherance of the mandate of the Organization

Required Qualifications

Education

- A minimum 2-year college diploma, or 1-year college certificate

Experience

- Minimum 2 years of relevant administrative experience
- Experience in the immigrant, refugee, settlement and integration sector is an asset



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Demonstrated Knowledge

- Knowledge of issues and challenges in the immigrant/refugee/newcomer community
- Knowledge of available settlement and community resources
- Understanding of and commitment to advancing principles of gender-based equality

Skills

- Positive attitude, enthusiastic and upbeat/outgoing personality
- Professional verbal and written communication skills
- Excellent time management and problem-solving skills
- Ability to multi-task and work under pressure
- English language proficiency: minimum overall score of CLB level 6 or IELTS 5.5
- Proficient in MS Office applications and G Suite; minimum typing speed of 20 wpm
- Ability to work independently and in cooperation internally with staff and externally with other agencies
- Demonstration of cultural competency to work effectively and respectfully with people from different cultures and diverse backgrounds
- Second language fluency is mandatory. Fluency in the follow languages is an asset: Arabic, Somali, Kinyarwanda. Other language abilities will be considered

Other Requirements

- Criminal Record Check obtained in the last 6 months: Required
- Vulnerable Sector Check obtained in the last 6 months: Not Required
- First Aid/CPR certification: Not Required
- Class 5 Driver's License and Clean Driver's Abstract: Not Required
- Access to Personal Vehicle for Work Related Travels: Not Required
- Copies of Education Certificates: Required
- Credential Verification: May be Required
- Proof of Language Ability: Required if education was completed outside of Canada (IELTS, CELPIP, or CLB-PT)

Details:

Program/Department: Newcomer Orientation and Language Assessments

Title of Immediate Supervisor: Newcomer Orientation and Language Assessments Manager

Hours of work and schedule: 35/hours per week; typically Monday to Friday, 9:30am-5:00pm; May be required to work a flexible schedule that prioritizes clients' needs and capabilities, includes evenings and weekends as required

Wage/Salary: \$19.57/hour plus MERCs

Employment Status: In-Scope & Term Contract

Contract Expiry Date: March 31, 2024

Work Location: mainly in-office

Application Process: Email cover letter, resume, and two direct supervisor references. Use the job title as the subject of the e-mail. We wish to advise that only those candidates who have been selected for an interview will be contacted.

Application contact information: Human Resources/Operations Manager, International Women of Saskatoon, careers@iwssaskatoon.org