

Job Description

Orientation to Ontario Facilitator

Immigrant Services – Guelph Wellington is a registered charitable organization with a mission to provide responsive and diverse settlement programs and services to assist new Canadians integrate into the social, economic and organizational life of the community.

Orientation to Ontario (O2O) L'Ontario, c'est chez moi is a bilingual program with objectives to expedite and facilitate the settlement and integration of newcomers to Ontario. This program aims to ease the transition of newcomers by providing access to standardized information about settling in Ontario and connecting newcomers to community services shortly after arrival. As part of a large group of agencies across Ontario, ISGW delivers O2O workshops in the Guelph - Wellington area.

The O2O facilitator will be responsible for organizing and delivering online workshops to assist newcomers by providing them with appropriate information about Ontario and the Guelph community.

Responsibilities:

- Facilitate online workshops in compliance with the O2O contract
- Identify community resources to update the workshop materials
- Familiarize with the GoTo Webinar and GoTo Meeting platforms to facilitate workshop presentations
- Introduce community guest speakers and services
- Register participants and track attendance
- Assist with technical support for clients before and during the session
- Facilitate question and answer sessions
- Maintain all records for the sessions
- Record workshop information in O2O database
- Provide information for the quarterly and annual reports to the Program Manager
- Ensure intake forms collect all pertinent information required by funder
- Ensure all information is tracked and reported on a monthly/quarterly basis
- Ensure appropriate and confidential handling of client information and files
- Perform other duties as assigned

Skills and Qualifications:

- Post-secondary education or training in one of the following fields: Social services or Customer service
- A minimum of 1 year experience working in a service-oriented position
- Access to secure and reliable internet

- Proficiency with video conferencing technology such as GoTo Webinar, Zoom, MS Teams
- Excellent knowledge of presentation software like MS PowerPoint
- Good working knowledge of computers and appropriate software
- Good knowledge of immigration and refugee issues, as well as government related policies
- Good knowledge of community resources available to new Canadians
- Excellent interpersonal skills as well as verbal and written communication skills
- Excellent time management, attention to detail, problem-solving skills and ability to effectively manage multiple tasks
- Strong ability to work effectively independently as well as in a team
- Strong ability to work with and relate to diverse groups
- Commitment to anti-racism and non-discrimination practices
- Patience, compassion and sensitivity to deal with different cultures and different levels of ability
- Commitment to anti-racism and non-discrimination practices
- Ability to comply with policies regarding confidentiality, privacy and record keeping
- Ability to communicate in a second language an asset
- Vulnerable Sector Reference check is required

Accountability and hours:

This position will report to the Program Manager – Settlement and SWIS. This is a contract position for a total of 70 – 72 hours for the fiscal year 2021-2022.

To apply, please email your cover letter and resume to Program Manager- Community Connections, HR & Operations at: svenugopal@is-gw.ca

Please send in your application latest by May 11, 2021. Immigrant Services Guelph-Wellington is an equal opportunities employer. All applicants are thanked in advance for their interest, however, only those selected for an interview will be contacted.