

<b>Job title</b>	<i>Program &amp; Student Support Worker</i>
<b>Program</b>	<i>Language Instruction for Newcomers to Canada (LINC) Program</i>
<b>Department</b>	<i>Language Programs</i>
<b>Reports to</b>	<i>Language Program Manager (LPM)</i>

### Job Profile

**Duration:** May 1<sup>st</sup>, 2019 – March 31, 2020 with possibility of continuing

**Weekly Working Hours:** 37.5 hours per week

**Wage:** \$19-\$21 /hour depending on experience

**Deadline to apply:** Open until filled

### Job Purpose

This position is responsible for working with and assisting the LPM in order to achieve program objectives. The Program & Student Support Worker is primarily responsible for the registration and placement of students in the LINC program, including records management and general office support.

### Duties and Responsibilities

#### Program Support

- Work at reception to provide consultation to the clients and register them for the classes
- Collect appropriate personal information to verify if students are eligible for LINC
- Register the interested clients on waiting lists using in-house and government database systems (iCARE, Excel, Moodle) on a continuous intake basis
- Work closely with the Assistant Coordinator to replace students in classes or on waitlists using iCARE and any other database used by LINC Program on a continuous intake basis
- Organize information, files, registration forms, class schedules, brochures, flyers etc. at the main office
- Organize Portfolio Binders for the LINC classes
- Respond to inquiries in a professional, timely and accurate manner
- Build and maintain productive working relationships with LINC clients, staff and volunteers.
- Fulfill other duties as assigned, including providing back up support to the CNC Program at the main office.
- Assist the LPM with additional duties related to support for instructors and program as requested

#### Program Administration

- Use computer word processing, spreadsheets, and online database software to enter required client information, reports and documents
- Support the LPM with statistical reports for the program before contractual deadlines
- Provide all necessary information and documents in a timely and effective manner to the LPM, management and the Bookkeeper
- Maintain proper filing of client information that is in compliance with confidentiality requirements

## **Agency Related Duties**

- Actively participate in Agency staff meetings by bringing forward issues for discussion and sharing program information
- Attend meetings and be a contributing member of any committees deemed appropriate by management
- Provide timely updates, relevant posts, or any important information that would positively contribute to the Agency's website and/or social media sites
- Contribute to the planning and organizing of Agency initiatives or events when needed and promote to all contacts and partners when asked
- Participate actively as an Agency representative in collaborative partner networks and in related community activities when requested by management

## **Qualifications**

### **Education**

- Some post-secondary education or equivalent experience required
- Certificate or Diploma in administrative studies, office technology, or other related fields would be an asset

### **Experience**

- 0-6 months' experience office administration in the non-profit and/or settlement sectors
- An equivalent combination of education and work-related experience will be considered

### **Knowledge, Skills and Abilities**

- Knowledge and appreciation of contemporary issues related to aspects of multiculturalism such as intercultural understanding, equity, human rights, language rights and cultural retention
- Experience with multi-cultural clientele, especially those with limited English skills
- Ability to work well with other program staff in order to meet program outcomes
- Excellent written and verbal communication skills
- Ability to work effectively in a culturally diverse environment
- Satisfactory typing and computer skills with the ability to use Microsoft Office software
- Excellent interpersonal and client-service skills
- Strong organizational skills with the ability to prioritize tasks and work as a team member
- Ability to multi-task and complete work with limited supervision

### **Requirement of Employment**

- Clear criminal record check
- Valid class 5 driving license and access to own vehicle

## **Direct Reports**

None