



**Vacancy Posting – Competition #2019-05-02 IW**

<b>Posting date:</b>	May 2, 2019
<b>Closing date:</b>	May 21, 2019
<b>Position:</b>	<b>Intake Worker (part-time position)</b>
<b>Hours of work:</b>	17.5 hours per week
<b>Contract period:</b>	As soon as possible until March 31, 2020
<b>Location of work:</b>	930 Balmoral Road, Victoria, BC
<b>Rate of pay:</b>	\$20.18 per hour

The Inter-Cultural Association of Greater Victoria (ICA) helps individuals and organizations connect across cultures. We provide information, support and tools to help immigrants reach their goals. By engaging people through networks, education and arts programming, we create a welcoming community. ICA offers services for newcomers, including settlement and integration counselling, translation and interpretation, English classes, mentoring, volunteer matching, and peer support. We also provide outreach and education in the community through arts programming, as well as workshops on anti-racism, multiculturalism, diversity awareness, immigration and human rights.

**Job description**

Serves as first point of contact for new clients, provides basic intake services and refers clients to all ICA settlement, integration and employment programs. Determines eligibility for the full range of ICA services, advises clients accordingly and makes appointments with staff. Provides backup relief at reception to welcome clients over the phone and in person; and supports the administrative functions of the interpretation and translation services program. Reports to the Office Coordinator.

**Qualifications**

Minimum Grade 12 education; diploma in a related discipline preferred (business administration, office management/administration), or equivalent combination of education, training and experience. Related professional courses on themes pertinent to office administration, especially proficiency in computer skills, knowledge of relevant software such as MS Office, superior Outlook experience and a minimum of three years' experience with database applications. Proficiency in a major immigrant language (Mandarin) is required.

Minimum of three years' experience in a similar client service environment. Previous work experience in social services or nonprofit organizations and experience working with persons from a wide variety of cultural and ethnic backgrounds is an asset. Experience working with immigrants and/or refugees preferred.

**Required skills and abilities**

- Demonstrate knowledge of the organization, its systems, processes and programs and how they relate to the services for which ICA has been contracted.
- Provide and/or collect clear, concise and accurate explanations and/or information (verbal and written) for immigrant and refugee newcomers at initial point of contact.
- Demonstrate an advanced level of computer proficiency and knowledge of a variety of software products, including but not limited to database applications and client management systems.
- Demonstrate good customer service and customer relations skills, including strong oral communication skills.
- Demonstrate superior organizational and planning skills with a high level of attention to detail and accuracy.

- Demonstrate numeracy and basic accounting skills/knowledge.
- Practice time and resource management techniques.
- Demonstrate effective team work in a diverse team setting.
- Practice effective interpersonal and intercultural communication techniques.
- Demonstrate conflict resolution techniques.
- Demonstrate knowledge of terms of employment, organizational policies and procedures.
- Demonstrate critical thinking and problem solving techniques.
- Create and maintain professional boundaries.

#### **Additional information**

- Some travel to community locations within Greater Victoria will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, may be required. Flex time schedules will be made to accommodate non-regular work hours.
- ICA compensates overtime hours with time in lieu.
- Valid BC driver's license and access to a car would be an asset.
- As a condition of hire, an updated criminal record check, including vulnerable populations check, and proof of WHMIS training is required.

#### **Closing date**

Please submit a **cover letter and current resume (in .pdf format)**, noting relevant qualifications and experience to the Inter-Cultural Association of Greater Victoria, Attention: HR Manager, via email to [careers@icavictoria.org](mailto:careers@icavictoria.org) by May 21, 2019. **Please quote Competition #2019-05-02 IW in the subject line.**

Please note: This is a unionized position subject to the terms and conditions of our Collective Agreement and of our funding agreements with various funders. As per the Collective Agreement, internal applicants will be given consideration with respect to filling the position prior to external candidates being hired. This position is open to applicants of all genders. This position requires union membership. Only short-listed applicants will be contacted.