



India Rainbow Community Services of Peel (IRCS)

JOB POSTING

Job Position: Project Assistant
Department: Settlement Services
Status: 35 hrs per week
(1-year maternity leave contract)
Location: Brampton
Compensation: \$16.00/hour

India Rainbow Community Services of Peel (IRCS) is a charitable, non-profit, accredited community based organization. Our services are non-religious and non-political. Our mission is to provide culturally and linguistically appropriate services to Peel's communities, enabling integration and supporting their settlement, social service, health, and educational needs.

Position Summary:

Under the supervision of the Manager, the incumbent will act as a first contact for clients, conduct intake screening, reception of clients, telephone inquiries and provide project assistance and support.

Responsibilities and Duties: *(but not limited to)*

Reception and Intake

- Perform reception duties; answering phone, screening and directing calls for all the programs and services at the site
- Provide detailed information about the IRCS's programs and services in person and on the telephone
- Welcome and respond to walk-in clients in a sensitive and timely manner
- Conduct initial intake, needs assessment and complete intake/assessment forms
- Conduct eligibility screening and ensure appropriate documentation and filing
- Refer clients to appropriate programs and services as needed
- Maintain a high level of customer service for all clients accessing services at the site

Administrative Duties

- Organize office operations, assuring that procedures are in place for the smooth and efficient operation of all programs/services
- Implement procedures as needed for the following: Office communication, maintenance and organization of files, reporting and gathering statistics, preparing correspondence, data entry and hospitality
- Provide administrative and clerical support for all programs and services at the site
- Assist in the training and orientation of new staff, including, but not limited to, training in use of office equipment, orientation to common office procedures, and orientation to information systems and the telephone system
- Ensure that the site is well maintained and necessary resources are available
- Assist scheduling meetings, prepare agendas, coordinate hospitality and documentation for meetings
- Ensure the office equipment is in working order, setup and troubleshoot if required
- Order and maintain inventory (teaching and childminding resources, capital items and equipment)
- Ensure the availability of space and equipment for program/organizational activities
- Provide support to all site staff, volunteers and student placements
- Compile and log petty cash receipts

Language Instruction for Newcomers to Canada (LINC)

- Book language assessments for new learners, register learners into the program, direct new learners to the appropriate class
- Provide detailed information about the LINC program in person, on the telephone and via email
- Process all the appropriate paperwork (letters, documents, certificates, attendance records) for learners within set timelines
- Assist in the collection and preparation of summary reports for funding applications and AGM
- Liaise with teachers and CNC staff to collect and compile data for entry into HARTS/CLARS
- Bulk upload data from CLARS into iCare on a monthly basis.
- Oversee and ensure the smooth operation of the program, especially during staff absences
- Manage, maintain accurate records and disbursement of bus tickets and student attendance
- Work on special projects and committees as required
- Participate in staff and team meetings, and professional development opportunities as required
- Adopt safe work practices, reporting unsafe conditions immediately
- Perform other duties as required

Qualifications and Skills:

- Post-secondary education in Office/Business Administration with a minimum of three years of related experience, with progressive responsibilities, preferably in a non-profit environment
- A self-starter with superior interpersonal, organizational, administrative and time management skills
- Commitment to a professional work ethic, working cooperatively and collaboratively with internal and external stakeholders while demonstrating a strong customer service orientation





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- Strong communication skills, both written and verbal, and experience with business writing and/or taking of meeting minutes.
- Ability to work in a fast-paced environment and handle a number of tasks simultaneously
- Highly advanced computer literacy; Microsoft Office Suite including Word, Excel, Outlook, PowerPoint, internet, email and database management.
- Must demonstrate diplomacy, tact and good judgment
- Detail oriented with a high degree of accuracy
- A good understanding of records management
- Ability to work independently as well as collaboratively in a team environment
- Demonstrated sensitivity to working in a culturally diverse environment
- Ability to work flexible hours to meet program needs
- A Police Vulnerable Sector Check will be required

Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to hr@indiarainbow.org by 12:00pm, March 31st, 2016. Please ensure your application email has the subject heading of 'Project Assistant - (insert your name)'

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

India Rainbow Community Services of Peel is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. **No phone calls please.**

