



**CCI
OTTAWA**

Online Intake Counsellor

About Us

The Catholic Centre for Immigrants has been serving all refugees and immigrants for 65 years. We provide programs and services to approximately 4,500 newcomers every year. The mission is to help all newcomers realize their full potential in Canada and to build a more welcoming community. We help newcomers with housing, transportation, education, health, language, making connections in their new community and more. We provide services in person and online. Please visit cciottawa.ca for a full overview of our work.

Job Summary

Under the direction of the Program Manager, the online Intake Counselor is responsible for providing basic settlement information and referral to newly registered pre-arrival clients intending to immigrate to Ontario as well as referring clients to appropriate services and agencies.

This position reports to: Program Manager
Employment Status: Full-time Indeterminate
Hourly rate: \$26.75
Deadline Date to Apply: March 14th, 2019
Open to: Internal/External candidates
Location: 219 Argyle Ave.

Responsibilities

- Regularly retrieve information for newly registered clients from the centralized data system including screening clients for eligibility
- Conducting initial interview with new clients via Big Blue Button and respond to general questions about local client destinations
- Refer clients to the appropriate agencies in Ontario and connect them with local orientation tools and links
- Determine client priorities for pre-arrival services, refer clients directly into courses as needed and provide enrollment key
- Ensure clients have a clear understanding of the commitment required to participate in SOPA
- Record all relevant client information on centralized profile tracking system and database in a consistent and timely manner. Maintain and keep up to date both electronic and hard copy files
- Contribute to reports and other publications requiring data and testimonials
- Assist in delivering online Job Search Strategies Workshops to immigrants
- Other duties assigned by manager

EDUCATION/QUALIFICATIONS/EXPERIENCE

- University Degree in a related field and 1-2 years 'experience dealing with employment or immigration issues
- An equivalent combination of education and experience will be accepted
- Must have cross-cultural experience and be familiar with immigration issues
- Experience providing group facilitation services
- Excellent counseling skills, particularly employment and career related
- Knowledge of the regional and Canadian labour market
- Experience in developing professional contacts with potential employers in a variety of occupational sectors
- Self-direct but able to function well in a team environment
- Fluent in English, oral and written
- French is an asset

CORE COMPETENCIES

Teamwork

Develops relationships of trust and respect with CCI colleagues and staff; favours a collaborative approach. Consistently delivers impactful messages that shape communication to influence others. Can work both independently and as part of a team in a fast-paced environment. Thrives in a multidisciplinary, culturally diverse workplace

Planning, Coordinating & Execution

Sets clearly defined objectives; identifies and organizes resources needed to accomplish tasks and achieve objectives; monitors performance against deadlines and milestones

Communicating with Impact

Identifies the information needs of clients and colleagues; expresses key points of an argument clearly; projects credibility; shares personal pride in the mission of CCI with others

All internal applicants must inform their supervisor of their intention to apply for the position.

Cover letter and resume must be submitted no later than the closing date to the HR department, at jobs@cciottawa.ca. Please use the position title as the subject line in your application email.

The Catholic Centre for Immigrants is committed to being an Equal Opportunity Employer. Please advise in advance if you require any accommodation during the application or selection process.

CCI is committed to employment equity and encourages applications from visible minorities, people from culturally diverse backgrounds; people of all gender identities and sexual orientations; Aboriginal peoples; and person with disabilities.