



MULTICULTURAL & IMMIGRANT SERVICES ASSOCIATION OF NORTH VANCOUVER ISLAND (MISA)

JOB TITLE: Language Instruction for Newcomers (LINC) Intake Worker

LOCATION: TBD (Campbell River or Comox Valley)

REPORTS TO: Administrative Manager

WORK HOURS: This position is part time at 28 hours per week for 42 weeks per year, off July-Mid August

COMPENSATION: MISA Wage Grid, Level 6 Part Time, Wage Range \$15.98 - \$18.22

POSITION SUMMARY:

The LINC Intake Worker is responsible for registration and placement of students in the LINC program. The LINC Intake Worker also schedules language assessments for clients and Assessors. This role also provides support in records management and general office support for the delivery of the LINC program.

CORE COMPETENCIES:

- Attention to Communication
- Thoroughness
- Personal Credibility
- Flexibility

KEY DUTIES AND RESPONSIBILITIES:

LINC Intake

- Provide information and make referrals for telephone, email and walk-in inquiries to suitable MISA programs and services with a focus on LINC program services.
- Assists with registering students, placing them in class or on waitlist.
- Schedules client language assessments.
- Assists LINC instructors with establishing and maintaining student files in a confidential manner and ensuring that LINC student agreements and Waivers of Indemnity are signed and on file.
- Coordinates with Settlement staff, LINC instructors and other staff to ensure a smooth referral and registration process.
- Field inquiries from non-eligible potential students.
- Provides information to students and volunteers of class changes/cancellations.
- Compile registration and manage waitlists.



- Develops and implements operational documentation and processes.

Administration - General

- Provides administrative support by answering phones, processing mail, faxing, filing, creating documents and entering data into database.
- Responsible for records related to program delivery equipment and supplies.
- Provides teaching equipment support to instructors e.g. audio-visual equipment
- Assist with researching upcoming LINC training opportunities for instructors.

Reporting and Privacy Management

- Ensures appropriate data is entered into database
- Ensures that MISA complies with privacy regulations are required by legislation, our funds and best practices
- Communicates with instructors around issues of privacy and confidentiality

Other Responsibilities:

- Participate in staff meetings and activities and attend the Annual General Meeting.
- Attend Settlement and LINC Team meetings as necessary.
- Promote LINC program and MISA in the community.
- Follow MISA's policies and administrative procedures.
- Perform other duties as assigned.

QUALIFICATIONS:

Required

Post secondary training in administration, social work or a related field, or equivalent combination of education and experience in or outside Canada.

- 2-3 years general office experience
- Demonstrated proficiency in MS Office programs
- Fluency in English – (fluency in other languages a valuable asset)
- Excellent communication and customer service skills
- The worker must have a valid BC driver's license and reliable transportation.
- The worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA.

Preferred Skills, Knowledge and Experience

- Demonstrated teamwork skills.
- Well developed planning, organizing, controlling and administrative skills.
- Understanding of the dynamics and ability to deal with and represent a non-profit organization in a positive and supportive fashion.



- Ability to foster positive relationships with clients, co-workers, government officials and external contacts.
- Experience working with immigrants and/or visible minorities, knowledge of the impact of immigration.
- Knowledge of community resources and experience working with community agencies.
- Excellent time management, organizational and critical thinking skills, self-directed and a team player.
- Knowledge and experience maintaining confidentiality, appropriate boundaries with other staff and clients in a professionally assertive manner.

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time. Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.

The turnaround time for this position is very short.

Application Deadline: Submit cover letter and resume by 12:00 a.m. (midnight) on Tuesday, March 28 through Indeed.

https://ca.indeed.com/viewjob?t=linc+intake+worker&jk=49565695af84b63f&_ga=1.236547073.1869639936.1488475789

Send Candidate Written Questions: Thursday, March 30 in the morning

Written Response Deadline: 12:00 p.m. on Friday, March 31 (noon)

Interviews: Tuesday, April 4

Start Date: Monday, April 10

Orientation and Set-up: Week of April 10

Note: We apologize, but we do not accept any phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!