

Position Title: Local Immigration Partnership (LIP) Program Assistant
Department: Partnership Engagement
Reports to: NSIIP Manager & Director of Partnership Engagement

Summary

Under the direction of the North Shore Immigrant Inclusion Partnership (NSIIP) Manager and Director of Partnership Engagement, the Local Immigration Partnership (LIP) Program Assistant will primarily provide support to NSIIP's daily operations, including providing logistical and administrative support, assisting with stakeholder relations, creating communications content, and tracking & maintaining resources. NSIIP is a project of Impact North Shore and is a coalition of community agencies and institutions focused on improving the settlement outcomes of new immigrants on the North Shore.

Responsibilities

- Under the direction of the Manager/Director, assists with in-person/online event/meeting planning and execution, including coordinating schedules, minute-taking and distribution, ordering supplies & refreshments, booking venues, registration, organizing A/V equipment, volunteer coordination, and supporting event promotion etc.
- Ensures effective communication and engagement of Partnership and Immigrant Advisory Council (IAC) members, including being the first-point-of-contact for incoming inquiries/requests for information
- Supports and maintains comprehensive correspondence and records, including stakeholder and partner mailing lists, libraries of relevant resources for members on immigration trends, and promising practices related to settlement, integration, & anti-racism
- Collects, drafts and writes content for communication related activities, including but not limited to creating/coordinating content to ensure websites, social media, and e-newsletters remain relevant, up-to-date and meet deadlines
- Supports in the design, development & distribution of resources, including coordinating the translation, proofreading and editing of documents, as required, such as community reports, promo collateral, training materials, & presentations etc.
- Assists in research & evaluation, including the creation, administration and analysis of surveys, and compilation of fact sheets/infographics to communicate project impact

- Assists with data entry, deliverable tracking, budget tracking, payment processing and progress reports on a regular basis
- Performs other duties as assigned by the Manager, Director and Executive Director as needed.

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centred workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meet the changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of the Impact North Shore.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

Qualifications

Education

- Bachelor's degree in Community Development, Humanities or Communications OR High School completion with a diploma, certificate, experience in Social Services, Humanities, or Communications

Experience

- Experience working with culturally diverse staff and stakeholders, at multi-levels of organizations, across a wide range of sectors
- Experience with communications content creation (i.e. articles, reports), website maintenance, social media (Facebook, LinkedIn, Instagram), dashboard tools (i.e. Hootsuite), and interpreting social/web analytics (i.e. Google Analytics)

- Experience with Adobe Creative Suite (InDesign, Illustrator, Photoshop); presentation design and visual communications collateral creation a plus
- Knowledge of/lived experience with the immigrant settlement journey, immigrant services sector and immigrant settlement activities
- Knowledge of equity, diversity and inclusion (EDI) practices, challenges and solutions
- Knowledge of community development and capacity building approaches
- An understanding of the objectives and activities of the North Shore Immigration Inclusion Partnership (NSIIP) and the role of a Local Immigration Partnership (LIP) is an asset

Skills

- Excellent computer skills (i.e. Microsoft Suite) including using applications/tools such as survey tools (i.e. SurveyMonkey, Doodle Polls), e-newsletter platforms (i.e. Mail Chimp, Envoke), and audience engagement tools (i.e. Mentimeter, Slido) would be an asset.
- Results-oriented – exceptional research, communication, writing, logistical and event planning skills.
- Solution-oriented – Self-starter, highly motivated, and able to work independently with superior organization and multi-tasking skills
- Expert listening, interpersonal and presentation skills
- Dependable, reliable, adaptable, dedicated, committed, and responsible

We strongly encourage applications from IBPOC, LGBTQ2S+ people, im/migrants, and other marginalized communities.

Additional Information

- **Hours:** 35 hours per week
- **Salary Range:** \$ 27.00-\$ 30.00 per hour, depending on experience
- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance, with some flexibility for remote work. Flexibility for the occasional evening work is required on a scheduled basis throughout the year.

Application Instructions

Please apply only once for this specific opening by submitting resumes and cover letters via email to hr@impactnorthshore.ca using "LIP Program Assistant" – in the subject line.

This job opening will remain posted until filled. Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications Impact North Shore receives, only short-listed applicants will be contacted.