



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

INTERNAL/EXTERNAL OCISO JOB POSTING

- Position:** Multicultural Liaison Officer (MLO)
- Term:** Full-time, 35 hours per week – March 2024 – Indefinite
- Reports to:** Manager of the Multicultural Liaison Officer Program
- Location:** Various locations across the Ottawa region

About OCISO

OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

Position Summary

The Multicultural Liaison Officer (MLO) provides settlement service, needs assessment, information and orientation session and service referrals for immigrant and refugee children and youth and their families within Ottawa schools. The MLO collaborates with schools administration and teachers to facilitate cross-cultural communication and ensure student integration and academic success.

Main Responsibilities:

- Conduct initial and periodic settlement needs assessments for immigrants and refugees
- Provide settlement information, orientation, and referrals services for immigrants and refugees
- Provide services in a supportive and culturally sensitive manner maintaining client confidentiality
- Provide orientation about the Ontario education system to newcomer children, youth and families
- Facilitate cross cultural communication between school administration and newcomer families
- Assist with newcomer family parent/teacher interviews
- Provide interpretation services to enable newcomer families to communicate with school administration on settlement related issues
- Provide supports in the context of cross-cultural misunderstanding or lack of awareness between newcomer children, youth & families and school administration
- Develop and present cultural competency workshops to school administration as required to ensure equity issues are addressed

- Develop and present workshops to newcomer children, youth and parents to increase their knowledge of the Ontario education system
- Advocate on client's behalf when appropriate
- Support institutional and systemic changes required to ensure that newcomer children and youth achieve academic success

Qualifications:

- Post-secondary education in social sciences, education, or a related field
- Knowledge and experience in community outreach and service delivery within the social service sector
- Experience in working with newcomer communities
- Proven ability to work effectively in a multi-disciplinary and multicultural team environment
- Knowledgeable of the Ontario Education System and ideally, the Ottawa Carleton District School Board and Ottawa Catholic School Board policies and practises
- Proven skills in workshop development and facilitation
- Extensive knowledge of community resources
- Proficiency with current computer applications including the MS Office Suite, internet based productivity tools and databases
- Self-motivated and able to work independently with minimal supervision
- Excellent verbal and written knowledge of **English, Arabic and Somali** (mandatory); additional languages are a strong asset. (Languages will be assessed)

Salary & Benefits:

\$49,449 to \$50,432 annually prorated for 10 months as per school year. Comprehensive benefits plan including health, dental, an RRSP plan and a generous leave entitlement.

Application Deadline:

March 28, 2024 by 12:00 p.m. (EST). Rolling interviews will be conducted.

Application Process:

Please rename your cover letter and resume with your "First name_position title" (e.g., OCISO_MLO_letter or resume) before applying and send it to the HR Department: recruitment@ociso.org

We encourage applications from qualified people of all backgrounds, especially women, members of visible minorities, Indigenous persons, and persons with disabilities.

OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to people with disabilities in the recruitment process upon request. If you are selected for an interview and require accommodation due to a disability during the recruitment process, please notify the HR & Operations Administrator upon scheduling your interview.

Thank you for your interest in joining OCISO. We appreciate all applications. Due to the volume of applicants, we are only able to contact those selected for further consideration process upon request.