



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

## **INTERNAL/EXTERNAL JOB POSTING**

- Position:** Communications Coordinator, CIIRC
- Term:** 35 hours/week, August 2024 – March 31, 2025 with possibility of extension
- Reports to:** Project Manager, Refugee 613
- Location:** 945 Wellington St. W

**Do you have the heart of a storyteller and the skills of a planner? Refugee 613 is looking for a dynamic, bilingual Communications Coordinator to lead the development and implementation of a communication strategy for the Collective Impact Initiative for Refugee Claimants (CIIRC), an exciting new local partnership dedicated to improving the welcome and integration of refugee claimants.**

### **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. OCISO is the fiscal sponsor of Refugee 613, and as such all Refugee 613 staff are employees of OCISO.

### **About Refugee 613**

Refugee 613 is a communications organization created by a network of service providers, refugee sponsors and community volunteers. We provide our partners and the public with information, connection and inspiration to improve the welcome and integration of refugees. As part of our commitment to actively work to dismantle systemic racism, we strive to embed equity and inclusion in all our practices and services. Our small, energetic and highly diverse team values life experience, curiosity, listening skills and creativity. We work hard, laugh a lot and care deeply about what we do. We particularly encourage applications from former refugees and other newcomers with the relevant skills and life experience to help deliver innovative and relevant services to build a more welcoming world.

### **Position Summary**

Refugee 613 is the secretariat organization for CIIRC, an innovative new project facilitating collaborative work between stakeholders city-wide to make it easier for refugee claimants to find the services they need to make a new home in Ottawa. Supported by multi-year funding from a donor working with the Ottawa Community Foundation, CIIRC members have an ambitious

agenda and deep commitment to ensuring equity is at the centre of our work. It's the job of the secretariat to ensure strong communications and coordination within the partnership, and between partners and key audiences, including people experiencing the refugee claims system, government, funders, and community volunteers. Reporting to the Project Manager and working closely with the Refugee 613 Director and Communications Manager, the Communications Specialist will work with an external consultant to develop a communications strategy and then lead the implementation of the day-to-day activities to communicate the collective's goals and activities. Please note: this position includes specific activities related to reaching Francophone audiences, and as such requires someone fluent in both English and French.

## **Main Responsibilities**

### **Communication Strategy and Implementation**

- Working closely with the Project Manager, Director, and other colleagues as well as an external communications consultant, to facilitate the development of a strategic communications plan for CIIRC
- Lead the implementation of the communications strategy and coordinate project messaging across platforms to foster strong partner engagement
- Support Project Manager with outreach and communications activities specific to promoting strong relationships with Francophone stakeholders, including representing the project at relevant external tables
- Develop and implement a formal monitoring, evaluation, and feedback framework to assess the effectiveness of communications strategies and tactics and adjust it as necessary.
- Work with colleagues to help deliver project insights to existing and new stakeholders via learning events and resources
- Contribute ideas and insights from the CIIRC project to Refugee 613 content development for newcomer audiences
- Embed equity and inclusion principles in all activities

### **Content Development and Dissemination**

- Write and edit digital and other content as needed for CIIRC activities, such as newsletters, social media posts, project updates, etc.
- Liaise with consultants and creative professionals as needed, including photographers, graphic designers, translators, and printers
- Maintain the project's web and social media presence, ensuring it is current, engaging, and reflective of organizational priorities.
- Organize CIIRC's social media scheduling and monitor engagement metrics in close collaboration with Refugee 613's Digital Content Specialists.

### **Grant Support**

- Assist in preparing grant proposals, and ensuring alignment with project goals and strategies.
- Support grant reporting and compliance requirements, including collecting data and preparing narratives.
- Collaborate with program staff to highlight impact stories and outcomes for grant applications

### **Collaboration and Organizational Support**

- Work closely with the Project Manager, the Refugee 613 Communications Manager, and other colleagues to align CIIRC communication efforts with organization-wide strategies.

- Provide communication support for project events, meetings, and initiatives as needed
- Participate in cross-functional teams and contribute to organizational planning and development efforts
- Demonstrate a commitment to OCISO's culture of respect approach.
- Other tasks and duties as assigned.

**Essential Qualifications:**

- A post-secondary degree or diploma in communications, public relations, marketing, journalism, or other relevant subject, or equivalent professional experience
- At least two years professional experience in communications, preferably in the nonprofit sector working with marginalized communities
- Excellent strategic thinking and communication skills: You appreciate the difference between strategy and tactics in communications activities and you have implemented a communications plan in the past.
- Demonstrated content creation skills such as writing, editing, digital photography, basic video production (reels), etc.: You have a strong grasp of grammar, spelling and punctuation and can write engaging social media posts, fact sheets and newsletters.
- Experience using digital communication tools and platforms, including social media management platforms, content management systems, and CRM software: You know how to schedule social media posts and create and disseminate a digital newsletter using common platforms like MailChimp, Constant Contact, etc.
- Experience working with people from highly diverse cultural and linguistic backgrounds.
- Ability to work with a small, passionate team in a sensitive, respectful manner.
- Ability to thrive in a hybrid work arrangement that combines working remotely and in-person in an open-space office environment with a small, mission-driven team
- Experience working with WordPress, Mailchimp, and interpreting social media analytics.
- Experience with Microsoft Office and G-Suite tools is required

**Desirable:**

- Lived experience of migration
- Knowledge of policy and practice related to refugee claimants and/or collective impact initiatives
- Experience working with web analytics
- Skills in photography and videography for social media
- Experience working in a communications role in the non-profit sector, particularly supporting the settlement and integration of newcomers

**Mandatory:**

- Bilingual proficiency in French and English is mandatory: You have excellent written and verbal communication skills in both languages.

## **Salary & Benefits:**

\$60,606 - \$61,825 annually. Comprehensive benefits plan including health, dental, RRSP plan, and generous leave entitlement.

## **How to Apply:**

Please send the following documents to HR Department at: [recruitment@ociso.org](mailto:recruitment@ociso.org) by August 28, 2024 by 12:00 p.m. (EST): **Extended Deadline**

- **A cover letter with the following file name:** *Name\_Communications Coordinator\_CoverLetter*
- **A resume with the following file name:** *Name\_Communications Coordinator\_Resume*

Please include in your application a cover letter summarizing in less than 250 words how you meet the qualifications listed above. Do not just list your work history in your cover letter. Instead, show us that you have the leadership and project management skills we are looking for!

If you would like clarification on any of the criteria in this posting, please email us [info@refugee613.ca](mailto:info@refugee613.ca) with the position title in the subject line. Please keep your inquiries brief; this is not an invitation to expand on your application, nor is it an opportunity for a pre-interview.

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 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.