



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

INTERNAL/EXTERNAL OCISO JOB POSTING

Position: Community Outreach Coordinator (Local)
Term: 21 hours/week, September 2024 - March 31, 2025
Reports to: Director, Refugee 613
Location: 945 Wellington St. W

**Do you want to use your relationship-building skills to help make the world a better place?
Are you an organized connector who loves to help**

people collaborate, find information and build networks? Refugee 613 has an exciting opportunity for a warm, welcoming coordinator to help us make it easier for refugees and other displaced people in Ottawa to find and use settlement information and services.

About OCISO

OCISO is a settlement organization that 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 host agency for Refugee 613, providing legal, finance and administrative services and oversight.

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. We promote information equity and bridge information gaps for newcomer communities. 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 diverse team highly values life experience, curiosity 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 Refugee 613 continue to deliver innovative and relevant services to build a more welcoming world.

Position Summary

Reporting to Refugee 613 Director and working closely with the Project Coordinator and other colleagues across the organization, the Community Outreach Coordinator (Local) will manage and support relationships, information and connections with Ottawa-based stakeholders to mobilize community and resources to improve the welcome of refugees and displaced persons, with a focus on Ukrainian arrivals.

Main Responsibilities:

Direct Services

- Support colleagues to Implement and monitor an outreach strategy and project plan in collaboration with Director and colleagues, to maximize Refugee 613 capacity to mobilize and support community engagement with refugee welcome
- Develop and maintain effective relationships with stakeholders, such as service providers in the settlement, health and housing sectors, diaspora communities, volunteers working with displaced people
- Support the coordination of the Refugee 613 Stakeholder Committee, the Ottawa Ukraine Working Group and other task forces, with activities including but not limited to: identify meeting themes, arrange for relevant speakers, prepare meeting agendas and materials, document discussions, communicate meeting outcomes, provide follow-ups to action items, questions, requests, etc.
- Manage daily inquiries received by email, phone and via colleagues to high level of customer service.
- Outreach to local service providers and community groups to connect them to services and multilingual settlement information, particularly in support of Ukrainians and community members of other diaspora communities
- Provide referrals to settlement-sector partners, volunteers and community members looking for information on refugee policies and services
- Organize community information sessions and content production as needed
- Embed equity and inclusion principles in all activities
- Contribute ideas and insights to ensure content produced across Refugee 613 channels reflects most current needs, policies and services
- Represent Refugee 613 to community partners in meetings, at events and consultations
- Demonstrate a commitment to OCISO's culture of respect approach
- Other task and duties as assigned

Qualifications:

- Post-secondary or graduate degree in relevant field, or equivalent professional experience in related field
- Experience in stakeholder management and/or community outreach, preferably in the non-profit sector and/or related to newcomers to Canada
- Outstanding stakeholder management skills
- Experience creating successful stakeholder meetings
- Excellent communications skills
- Proficiency in English required, fluency in French or Ukrainian a major asset
- Experience working with people from diverse cultural backgrounds and lived experience
- Demonstrated experience with project management best practices
- Highly organized and detail-oriented
- Strong work ethic and ability to multitask and work independently
- Proficient with the full MS Office Suite, Google Docs, project management software and databases.

NOTE: This position is based in Ottawa, Ontario, with a possibility of hybrid work within Ottawa only.

Salary & Benefits: \$36,036 - \$36,756 annually. Comprehensive benefits plan including health, dental, RRSP plan, and generous leave entitlement.

How to Apply:

NOTE: Applications that do not follow these instructions will not be considered

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

- **A cover letter, with the following file name:** NAME_OutreachCoordinator_CoverLetter
- **A resume with the following file name:** NAME_OutreachCoordinator_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 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.