



INTERNAL/EXTERNAL JOB POSTING

Position: Language Interpretation Services Intake Worker

Job Type: Full-time (35 hours/week), October 2022- January 2023 with the possibility of extension

Reports to: Manager, Language & Interpretation Services (LIS)

Salary: \$34,580 per annum plus a comprehensive benefits package including health, dental, and RRSP

Application Deadline: September 12, 2022

About IWSO

Immigrant Women Services of Ottawa (IWSO) is a community-based agency serving immigrant women. IWSO's mandate is to:

- Empower immigrant and racialized women to participate in the elimination of all forms of abuse against women and their children
- Provide culturally responsive services to facilitate immigrant women's access to community and mainstream services
- Deliver programs to assist immigrant women in their journey to attain their full potential.

Main Responsibilities Include:

- Respond to all requests for interpretation and translation services in a timely and professional manner.
- Find the most suitable language interpreters for each request received and assign them accordingly.
- Answer inquiries regarding job applications, recruitment and training of language interpreters.
- Be proactive in finding alternatives for clients and service providers when a problem(s) arises (e.g., changes to schedules, preferences, transportation, etc.).
- Collect and input all operational, statistical and other relevant data from language interpreters, user agencies, and other service providers as required.
- Participate in all staff meetings and external meetings as required.
- Contribute to the overall functioning of the agency and perform duties as may be assigned.

Qualifications:

- Post-secondary education.
- Proficiency in the use of computers, databases, spreadsheets, MS Word documents/Google Doc documents, the internet, and mobile technology when remote work is required.
- Effective organizational skills, plan and prioritize appropriately.
- Ability to work cooperatively within a team.
- Excellent listening and problem-solving skills.
- Knowledge of issues affecting refugee, immigrant and racialized women.
- Knowledgeable of community resources.
- Excellent interpersonal, verbal & written communication and problem-solving skills.
- Proficiency in English, knowledge of French is an asset.

APPLICATION PROCESS

Qualified candidates are invited to submit a cover letter and résumé by **September 12, 2022, 6:00 pm to:**

Search Committee: LIS Intake Worker Position, Immigrant Women Services of Ottawa;

Email: infomail@immigrantwomenservices.com

IWSO welcomes and encourages applications from members of equity-seeking groups, including but not limited to, candidates who are racialized, indigenous, LGBTQ+, and people with disabilities. We thank you in advance for your interest. Only those candidates with the minimum qualifications will be contacted and considered for an interview.