



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

INTERNAL/EXTERNAL JOB POSTING

Position: Communications Manager
Term: May 2022 – March 31, 2023, 35 Hours per week
Reports to: Director, Refugee 613

Do you live and breathe communications strategy and planning? Do you have the heart of a storyteller and the mind of a planner? Refugee 613 is looking for a Communications Manager to lead our Newcomer Info Hub team and ensure our communications fulfill our mission of using marketing and communications techniques to help build stronger communities through refugee welcome.

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 has been the fiscal sponsor of Refugee 613 since 2015, 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.

Project Overview

Refugee 613 is looking for an experienced communications professional to lead the Newcomer Info Hub project and support communications activities across the organization. The successful candidate will coordinate the development and implementation of strategies to increase understanding and adoption of information equity practices. They will apply their skills in project management and market research to support a talented team of digital content specialists and

community outreach experts producing content for newcomer audiences and mobilize the project's learning to stakeholders.

Position Summary

Reporting to the Director and collaborating closely with the Newcomer Info Hub team and colleagues across the organization, the Communications Manager will lead project planning and implementation to ensure the team backs key project learnings with evidence — including market research — and shares that learning through practical and accessible workshops, policy briefs, newsletters and social media content. This position ends March 31, 2023, with a possibility of extension, dependent on funding.

Main Responsibilities

- Embed equity and inclusion principles in all activities
- Lead project management and implementation by maintaining the formal project plan and supporting and motivating colleagues to ensure deliverables are met
- Analyze and synthesize data on audience behaviour and trends to inform a successful content strategy
- Promote project activities to broaden stakeholder commitment to information equity practices
- Support development of a new communications strategy for Refugee 613
- Work with colleagues to help deliver project insights to existing and new stakeholders via learning events and resources
- Support the Refugee 613 team with market analysis and digital insights across projects and activities
- Assist in communications to service providers and community groups to connect them to services and multilingual settlement information
- 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

Essential Qualifications:

- A post-secondary degree or diploma in marketing, communications, or relevant subject, or equivalent experience in a professional setting
- Excellent strategic thinking and communications skills: you are a strategic thinker who understands how to turn market research into concrete tactics to meet audience needs
- Experience in coordinating the work of colleagues in creative fields: you have coordinated the work of colleagues and contractors at various stages of writing, editing, design and digital production, ensuring deadlines are met and quality is high
- Demonstrated content creation and evaluation experience: you can turn data – whether numbers or stories – into clear insights expressed in simple and plain-language presentations, reports and social media content
- Experience working with people from highly diverse cultural and linguistic backgrounds
- Proven ability to make complex topics easy to understand through clear writing and use of plain language

- Highly organized and self-motivated: you manage your workload easily and prioritize tasks
- Experience managing projects according to a defined schedule and deliverables
- Ability to work with a small, passionate team in a sensitive, respectful manner
- Excellent verbal and written English is required, proficiency in French is considered a strong asset
- Experience with Microsoft Office and G-Suite tools required; Experience with project planning, content planning, and/or graphic design tools, (e.g., Asana, Hootsuite, Adobe Suite), CRM or video/audio editing technology is an asset

Desirable

- Lived experience of migration
- Experience working in a communications role in the non-profit sector, particularly supporting the settlement and integration of newcomers
- Ability to thrive working online or in an open-space office environment with a small, mission-driven team

Salary & Benefits: \$60,655 - \$61,880, 35 hours per week. Group health, dental, and RRSP benefits and generous paid leave.

Application Deadline: May 13, 2022 – by 5:00 PM (EST).

Application Process: Please use your cover letter to demonstrate exactly how your experience aligns with this specific role, in less than 250 words. Ensure renaming your documents before applying and send to Chandan Rathaur, HR Administrator: hr@ociso.org

- *A cover letter with the following file name: Name_Communications Manager_CoverLetter*
- *A resume with the following file name: Name_Communications Manager_Resume*

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, including 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 persons with disabilities in the recruitment process upon request. If you are selected for an interview and you 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.

Please note, after the hiring process is complete and before joining, OCISO requires successful candidates to provide proof of their COVID-19 vaccination document as a condition of employment, subject to an Ontario Human Rights Code exemption.