



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

INTERNAL/EXTERNAL JOB POSTING

Position: Community Outreach Coordinator
Term: November, 2021 - March 2022 – 35 Hours per week
Reports to: Director, Refugee 613

Are you a natural diplomat who thrives on connecting people and building relationships for a stronger, more inclusive Ottawa? Are you an outstanding planner and problem-solver with experience working with refugees and other immigrants? Do you love helping people get the information and support they need? Refugee 613 is looking for a talented Community Outreach Coordinator to lead our support for refugee welcome in Ottawa.

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's expertise is in demand at the national level, but the heart of our mission and work continues to be supporting the people of Ottawa to welcome and integrate more refugees. It's already a very busy time: the recent lifting of travel restrictions imposed during COVID has enabled the Government of Canada to restart refugee resettlement from around the world, while also following through on its commitment to resettle 40,000 refugees from Afghanistan. Locally,

Refugee 613's communications support and services are in demand as Ottawa organizations and individuals collaborate to welcome more refugees. The Community Outreach Coordinator will play a key role helping ensure our city and our partners are informed and connected with allies in welcome and integration.

Position Summary

Reporting to the Director and collaborating closely with colleagues across the organization, the Community Outreach Coordinator will manage and support relationships, information and connections for local partners, volunteers and newcomers themselves.

Main Responsibilities

- Embed equity and inclusion principles in all activities
- Develop and maintain effective relationships with key stakeholders, in particular service providers in the settlement, health and housing sectors, diaspora communities and refugee sponsors
- Coordinate the Refugee 613 Stakeholder Committee and the Refugee 613 Housing Task Force, including identifying meeting themes, arranging for relevant speakers, preparing meeting agenda and materials, providing follow-ups to questions, requests, etc.
- Daily management of inquiries to Refugee 613 via email and phone
- Outreach to local service providers and community groups to connect them to services and multilingual settlement information, particularly Afghan community members
- 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
- 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
- Support activities of the Refugee 613 Sponsorship Advisory Group, including the development of information sessions and materials
- Demonstrate a commitment to OCISO's culture of respect approach
- Other task and duties as assigned

Essential Qualifications:

- Post-secondary or graduate degree in relevant field, or equivalent professional experience in related field
- At least two years of experience in stakeholder management and/or community outreach, preferably in the non-profit sector and/or related to newcomers to Canada
- Excellent verbal and written knowledge of both English and French is mandatory, and the ability to speak a third language is a strong asset
- Experience working with people from diverse cultural backgrounds: You listen with empathy, are self-aware and prioritize consultation and collaborative community-building.
- Demonstrated experience with project management best practices: You have a track record of formal project planning and you know that detailed planning empowers creativity

- Strong interpersonal and communications skills: You prioritize listening, building trust, responding to concerns, resolving conflict and cultural competency.
- Highly organized and detail-oriented: You have outstanding time-management skills and prioritize closing loops and following up.
- Strong work ethic and ability to multitask and work independently
- Experience in working with people from diverse cultural backgrounds
- You are proficient with the full MS Office Suite, Google Docs, project management software and databases.

Desirable

- Proficiency in a third language (fluency in Dari or Pashto considered strong assets)
- Experience working 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: \$55,300 to \$56,400 annually, based on a 35 hours per week.

Application Deadline: Thursday, November 11, 2021 – by 5:00 PM.

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_CommunityOutreachCoordinator_CoverLetter*
- *A resume with the following file name: Name_CommunityOutreachCoordinator_Resume*

We encourage applications from qualified people of all backgrounds, including women, members of visible minorities, Aboriginal peoples, 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.