



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

INTERNAL/EXTERNAL OCISO JOB POSTING

Position: Community Manager - DMSI (Remote - Within Ontario)

Term: November 2021 – March 2023 – 35 Hours per week

Reports to: National Program Manager - DMSI

Are you a natural communicator and problem-solver with a passion to serve the Afghan community? Are you a strong writer who is familiar with building relationships in digital spaces? Do you love to help people find information and services to make their lives easier? Refugee 613 is looking for a warm and welcoming connector who speaks Dari and Pashto to be the Community Manager for our new national service for Afghan arrivals.

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 internal 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 Refugee 613 continue to deliver innovative and relevant services to build a more welcoming world.

Project Overview

With investment from IRCC, Refugee 613 is testing a new, national, digital-messaging service to improve access to information for Afghan refugees in Canada. This service builds on Refugee 613's experience serving newcomers using apps such as WhatsApp and Telegram in Ottawa and is a new component of our Digital Messaging for Settlement and Integration (DMSI) project, a national, multi-year initiative funded by IRCC. The new service will use Telegram or a similar platform to provide information related to settlement and integration, answer inquiries and refer members to service providers in their area. The goal is to complement and add value to existing settlement services and make it easier for new arrivals to find basic information quickly and easily.

Position Summary

Reporting to the National Program Manager, the Community Manager will be responsible for creating and maintaining a safe, inclusive and supportive online community for members of the newly arrived Afghan community. The Community Manager will manage daily activity in the group in Dari and Pashto, (including answering inquiries, sharing service information and maintaining group protocols), collaborate with colleagues to build relationships with service providers, and help develop content to meet emerging needs.

Main Responsibilities:

- Embed equity and inclusion principles in all activities
- Lead day-to-day moderation of group discussions in Dari and Pashto, including admitting new members, answering questions, writing and sharing posts and referring members to service providers or other resources
- Manage group activity and enforce guidelines regarding behaviour and content to ensure it remains a safe, inclusive space
- Implement and maintain project plans and materials, including group moderation guides, prepared posts or messages and frequently asked questions
- Document and report group activity metrics to National Program Manager on a regular basis
- Assist with translation of relevant resources
- Assist in creation of additional settlement-related content as needed
- Plan and implement audience research, including one-on-one interviews and focus groups
- Assist in project promotion through community outreach
- Identify and communicate emerging needs to project stakeholders
- Collaborate with team members regarding any additional tasks related to project implementation
- Represent Refugee 613 on relevant committees, as well as at speaking engagements, conference panels and training

Qualifications:

- Post-secondary or graduate degree in relevant field, or equivalent professional experience in related field
- Excellent written and oral communications in Dari and/or Pashto, as well as a high-level of fluency in English: You can read and write to an intermediate or higher standard in English and are fluent in Dari and Pashto.
- Demonstrated ability to write clear, engaging communications: You have experience writing short text in plain language that is easy to understand.
- Experience connecting refugees or other newcomers to services and support, as a community volunteer or settlement professional
- Strong interpersonal skills and history of community building: You listen with empathy and excel at creating warm and welcoming environments where people feel at ease.
- Demonstrated experience with project management best practices: You have experience with formal project planning and you pay attention to detail.
- Ability to work with a small, mission-driven team in a sensitive, respectful manner
- Strong work ethic and ability to multi-task and work independently
- Proven ability to represent the organization externally across a wide range of stakeholders and constituencies
- Passion for Refugee 613's mission, vision and values and an ability to communicate this passion to others

Desirable

- Strong mastery of digital communications tools (Telegram, WhatsApp, Twitter, Facebook and other platforms)
- Experience using project management software, such as Asana
- Experience writing and managing content for online platforms, specifically in social media
- Ability to thrive working remotely, in an open-space environment with a small, mission-driven team, or a hybrid of the two.

Salary & Benefits: \$57,500 to \$58,200 annually, based on a 35 hours per week. Comprehensive benefits plan including health, dental, RRSP plan, and generous leave entitlement.

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_DMSICommunityManager_CoverLetter*
- A resume with the following file name: *Name_DMSICommunityManager_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.