



Immigrant and Refugee  
Community Organization of Manitoba

IRCOM House Ellen  
95 Ellen Street  
Winnipeg, MB R3A 1S8

P: 204.943.8765  
F: 204.943.4810

IRCOM House Isabel  
215 Isabel Street  
Winnipeg, MB R3A 1R5

www.ircom.ca  
info@ircom.ca

## **PROGRAM ASSISTANT –**

### **Term (15 Month), Full-Time (37.5 Hours/week) Position**

#### **WHAT IRCOM OFFERS:**

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team passionate, committed and unified in supporting the settlement of newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

#### **CANDIDATE PROFILE:** The Program Assistant is:

- experienced in all aspects of office administration, scheduling, purchasing, organizing, etc.
- highly skilled at communicating in person, via email, phone, posters and writing documents
- an accomplished and flexible multi-tasker, able to prioritize tasks amid competing demands
- an individual who enjoys and excels at customer service
- confident in representing the values, mission and services of IRCOM to all guests
- skilled in using Microsoft Office, business machines, and data management software
- a continuous learner, committed to excellence in teamwork

#### **POSITION PURPOSE AND SUMMARY:**

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Program Assistant** provides support to IRCOM programs by;

- Welcoming visitors, program participants and tenants and addressing their immediate needs when offices are open to the public,
- Assisting Tenancy Services, Facilities, After School Programs, Child Care Program, Community Resource Programs, Newcomer Literacy Initiative, Volunteer and Community Engagement Programs, and others,
- Facilitating provision of coordinated services and programs across the organization, and
- Supporting programs in tenant and participant data entry,

This role works in cooperation with all program staff to meet the newcomer community's settlement needs. The **Program Assistant** will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment, and they will work in a way that is people-centered, holistic and partnership based.

With the support and supervision of the Office Manager, the Program Assistant will fulfill the following:

#### **DUTIES AND RESPONSIBILITIES**

##### **Program and Executive Support (50%)**

- Answer, screen and forward all incoming phone calls to correct departments by maintaining phone systems switch board, and assist with general inquiries. Place outgoing calls as necessary.
- Welcome and assist all office visitors, ensuring a safe and clean reception area when offices are open to the public
- Assist program participants and staff by completing program registration forms, providing reminders regarding upcoming events, explaining program criteria, etc.
- Assist coordination between tenants and the Early Childhood Development Hub if working from our Isabel site
- Answer Tenancy Services related questions from prospective tenants, share application information and housing eligibility rules, refer to external housing partners for additional options beyond IRCOM House
- Develop and implement efficient administrative procedures to assist in registration, scheduling priorities, space requirements and other community resources in collaboration with other programs
- Develop, edit and circulate internal staff newsletter
- Assist the Office Manager with logistics for program and organizational needs
- Provide support to the Senior Management team from time to time as required
- Provide support to the Executive Director from time to time as required

**Program Planning Support (20%)**

- Organize, schedule and prepare program planning spaces for meetings, ensuring they are safe, clean, and welcoming to staff and guests
- Assist with booking and coordination of payment for interpreters
- Ensure program support supplies, food products are accessible and well- maintained
- Facilitate safety of participants, volunteers and staff by following security procedures and by monitoring and controlling front door access
- Develop and assist in implementing new support procedures in collaboration with supervisor
- File, photocopy, scan, fax, collate, mail letters/packages, and prepare program reports and meeting minutes as needed or directed
- Collaborate with Managers and programs to identify activities to share vision, stories, and the future of IRCOM

**Records Management (20%)**

- Maintain staff and visitor logs for anyone on-site at IRCOM
- Maintain sanitation check-lists and schedules for IRCOM offices and program spaces
- Enter participant information into data management software as required
- Assist in collection, storage and management of participant or tenant records
- Ensure participant and organizational hard copies and digital information are accurately filed
- Assist in maintaining hard copy and computerized information filing systems for programs
- Maintain up-to-date internal and external contact lists for various groups, i.e. participants / tenants, program waitlists, and staff
- Ensure information boards (i.e. media wall, bulletin boards, signage) are accurate & current

**Information Technology Assistance (10%)**

- Assist the IT Support Specialist in supporting participants & program staff in use of technologies (phone, copier, projector, computers, etc.) as required
- Monitor website and other media for accuracy and currency of information available to participants and the community
- Monitor the [info@ircom.ca](mailto:info@ircom.ca) email account and share information as required

**REQUIRED QUALIFICATIONS**

- Minimum 2 years administrative experience
- Post-secondary education in a relevant field such as Business Administration
- Extensive computer experience with Microsoft Office applications (Outlook, Teams, Excel, PowerPoint, Word) and databases
- Superior customer service skills, attitude and experience
- Meticulous organizational skills and the ability to prioritize work amid competing demands
- Exceptional written and verbal communications skills, proven ability to deliver relevant and consistent messaging with demonstrated creativity.
- Demonstrated experience working in a very fast paced, multi-tasking program environment
- Ability to work as a team player as well as take initiative and work with minimal supervision
- Thorough knowledge of administrative, clerical procedures and operation of business machines
- Present a current Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/work-here>)

**DESIRED QUALIFICATIONS:**

- Valid Class 5 Driver's license
- Prior experience assisting with settlement sector programming
- Additional language skills
- First Aid/CPR certification
- Food Handler Certificate

**Hours of work:** This is a full-time, 37.5 hours per week position. The primary work schedule will be from 9:00 am – 5:00 pm, Monday to Friday at either the Ellen or Isabel location.

**Wage:** \$19.46/Hour

This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

**Benefits:** Group Insurance (Life, AD&D, LTD, Dental & Extended Health)  
Paid Sick and Discretionary time  
Employer paid RRSP contributions (beginning in 2<sup>nd</sup> year of employment)

**Application Information and Process:** All applicants must be legally entitled to work in Canada.

IRCOM as an organization seeks to reflect the community members it serves. We are committed to providing an inclusive, accessible environment, where all employees, volunteers, tenants and program participants feel valued, respected, safe and supported. IRCOM strives for employment equity. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, visible minorities, and/or persons with a disability. We are dedicated to building a workforce that reflects the diversity of the communities we serve, and to creating an environment where every employee has the opportunity to reach their potential.

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

HR - Selection Committee  
95 Ellen Street  
Winnipeg, Manitoba R3A 1S8  
Email: [hr@ircom.ca](mailto:hr@ircom.ca)  
Fax: 204-943-4810

**Review of applications will begin at 12pm noon on Friday, April 5<sup>th</sup> and will continue until the position has been filled.**

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.