



Immigrant and Refugee
Community Organization of Manitoba

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Access to Benefits (A to B) Navigator

Full-time (37.5 hours/week), Permanent 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 integration 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 Access to Benefits Navigator is:

- A strong advocate, willing to go as far as needed to ensure issues are resolved and benefits are received
- A creative problem solver who provides services based on the unique needs of families
- Detail oriented, organized, able to keep accurate records
- Someone who possesses strong data entry skills and experience
- Knowledgeable in financial literacy and best practices
- Experienced with community based financial resources,
- Able to communicate with and teach culturally diverse adult newcomers,
- Someone who takes initiative, is able to work independently and has good teamwork skills,
- Someone who has strong teaching and networking skills and experience,
- Passionate about assisting newcomer adults to gain independence and skill in financial management

POSITION PURPOSE AND SUMMARY:

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the **Access to Benefits Navigator** provides support to newcomer community members to; overcome barriers and navigate complex systems, to gain equitable access to income support programs, appropriate financial services, and asset building opportunities. Reporting to the Settlement and Capacity Building Program (SCBP) Manager, this role works in cooperation with other program teams to meet the newcomer community's needs for access to benefits. The Access to Benefits Navigator 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 Settlement and Capacity Building Program (SCBP) Manager, the Access to Benefits Navigator will fulfill the following:

DUTIES AND RESPONSIBILITIES

Program Development & Delivery (70%)

- Advocate for tenants and community members to make sure they are receiving the benefits they are entitled to, providing home visits and accompaniments when needed
- Research to see what new benefits exist, understand the criteria and make tenants aware of their entitlements. Integrate new benefits into existing programs, as is relevant
- Provide intensive, case by case support to families to overcome barriers and navigate bureaucratic systems, offering one on one financial coaching sessions, as needed
- File income tax returns and assist newcomers to navigate government systems and access financial benefits, such as GST, child tax benefits, RDSP and disability tax credit.
- Problem solve issues when there is disruption in or challenges accessing benefits
- Support ACBP Program Assistant to facilitate Money Management Training group sessions, as needed
- With the ACBP team, deliver linguistically accessible financial literacy workshops for newcomer families and individuals facing multiple barriers
- In consultation with the SCBP manager / ACBP Coordinator, provide organizational training/ to support other IRCOM staff, in areas such as system loopholes, exceptions to rules, changes to systems barriers, and other dissemination of information
- Create related resources, forms, spreadsheets, information sheets, promotional materials, etc. to share with program participants and fellow staff
- Liaise with other Access to Benefits and newcomer service providing agencies
- Actively take part in the delivery of other ACBP programs
- Provide support to the full spectrum of financial empowerment program, including matched savings programs

Records Management and Reporting (25%)

- Enter participant data into program specific databases as required
- Collect, store and manage participant records
- Ensure participant and organizational digital information are accurately filed
- Compile monthly reports
- Compile a mid-term and final narrative report as well as financial reports on the project as per funding guidelines
- Compose program summary of activities for public consultation with the ACBP Coordinator.
- Provide input for annual ACBP reports

Team and Interdepartmental Support (5%)

- Maintain open communication with the IRCOM staff, community members and program participants
- Attend IRCOM staff meetings, ACBP team meetings and other project related meetings as requested
- Complete program related training and other tasks as required
- Follow all IRCOM policies and procedures
- Collaborate with other IRCOM programs and take part in joint projects
- Perform other duties as assigned

REQUIRED QUALIFICATIONS

- Post-secondary education in a relevant field plus a minimum 2 years' experience delivering financial empowerment initiatives or an equivalent combination of skills and experience
- Comprehensive understanding of the refugee experience and immigration process
- Strong advocacy skills, with the ability to research independently and find resources according to people's needs
- Understanding of cross-cultural issues in the context of community integration and newcomer and refugee settlement experience
- Demonstrated ability to successfully navigate financial entitlements and assist individuals in accessing income boosting benefits
- Experience in program development, implementation, administration and evaluation
- Superior organizational skills and strong written and oral English communication skills
- Proven ability to provide asset based services, to advocate for and empower clients
- Knowledge of government income assistance programs and demonstrated ability to make referrals and develop networks
- Demonstrated flexibility and ability to work independently, as a team, and collaboratively with other program partners, stakeholders and service providers
- Proficiency with Microsoft Office Suite and data base management
- Demonstrated experience working in a fast paced, multi-tasking environment
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <http://www.ircom.ca/about-us/employmentopportunities/>)

DESIRED QUALIFICATIONS

- Knowledge of disability benefits
- Knowledge of IRCOM's Asset and Capacity Building Programs
- Fluency in additional languages

HOURS OF WORK: This is a full-time, permanent position to a maximum of 37.5 hours per week. The A to B Navigator's hours will predominantly take place between 9 am -5 pm, Monday through Friday, with occasional evenings and weekends as required.

WAGE: \$ 22.66/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: Comprehensive benefits package with extended health, dental, LTD, Life and AD&D insurance
Paid professional development opportunities
Paid sick days, discretionary days, 3 flexible statutory holidays/year, RRSPs
Collaborative, family-friendly and supportive working environment

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

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

**Review of applications will begin on Thursday, October 17, 2025
and continue until the position has been filled.**

HR - Selection Committee: hr@ircom.ca

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring 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 (hr@ircom.ca).