



Immigrant and Refugee
Community Organization of Manitoba

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**Access to Benefits (A to B) Navigator
May 2019
Full time, Permanent Position**

Position 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 with an emphasis on enhancing RESP uptake.
- access required ID, basic banking, RESPs, and associated savings incentives.
- access entitlements such as tax refunds, child tax benefit, rent benefits, etc.
- learn about financial empowerment initiatives by providing financial literacy workshops, one on one financial mentoring, etc.

Reporting to the Asset and Capacity Building Programs (ACBP) 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.

Duties and Responsibilities

Program Development & Delivery (70%)

- Take a lead role in facilitating access to Registered Education Savings Plans (RESPs) through individualized RESP enrollment supports and organizing RESP sign up events.
- Assist newcomers in accessing income-boosting benefits & tax credits such as income tax refunds, GST and child tax benefits
- Provide intensive, case by case support to families to overcome barriers and navigate bureaucratic systems
- Facilitate group and one on one Money Management Training sessions
- In partnership with SEED Winnipeg and the ACBP team, deliver linguistically accessible financial literacy workshops for newcomer families and individuals facing multiple barriers
- In consultation with the ACBP manager, provide organizational training/support to ensure other IRCOM staff are aware of system loopholes, exceptions to rules, changes to systems barriers, and other dissemination of information
- Create related resources, forms, spreadsheets, information sheets, etc. to share with program participants and fellow staff
- Liaise with other Access to Benefits and newcomer service providing agencies
- Create promotional materials for the different components of the programs
- Actively take part in the delivery of other ACB programs
- Continuously research, adapt and integrate new benefits into existing programs

Records Management and Reporting (25%)

- Enter participant data into program specific database as required
- Collect, store and manage participant records
- Ensure participant and organizational hard copies and digital information are accurately files
- 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 information in consultation with the ACBP Manager
- 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
- 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. However, significant evening and weekend work is required

Salary and Benefits

Wage: \$18.30/hour

Benefits: Group Insurance Plan with extended health, dental, life and AD&D insurance
Professional development opportunities
Collaborative, family-friendly and supportive working environment

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

Employment Equity is a factor in selection. Applicants are requested to indicate in their covering letter or résumé if they are from any of the following groups: women, Indigenous people, refugees, immigrants, visible minorities and/or persons with a disability.

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.

Applications must be submitted by Friday, June 07, 2019 at 12 pm to:

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

We thank all who apply and advise that only those selected for further consideration will be contacted.