

---

## **CAREER OPPORTUNITY**

**Position:** COORDINATOR, COMMUNITY SUPPORT SERVICES

**Department:** IMMIGRANT SERVICES

**Hours:** Monday – Friday 8:30am – 4:30pm (some flex hours may be required)

**Position Overview:**

To provide support services to temporary permit holders authorized to work or study in Canada. Services include outreach activities, assessment, information and referral.

**Key Responsibilities:**

Responsibilities include:

- Provide client directed support services to Temporary Permit holders authorized to work or study in Canada residing in Lethbridge and surrounding area.
- Provide assessment, information and referral on an individual, family and group basis in person, email, or over the telephone.
- Engage in outreach activities by reaching out to potential clients through a variety of methods including social media, travel to surrounding areas, widespread advertising of group information and orientation sessions.
- Engage in community building events such as being an active participant with Local Immigration Partnership (LIP).
- Distribute printed and web-based materials on program services including information on worker's rights, worker's compensation, work and study permit renewals and pathways to permanent residency.
- Host a variety of workshops with local experts that will address the needs of Temporary Permit holders (work and study).
- Provide presentations to interested employers to increase awareness of the program.
- Collect and report quarterly statistical and narrative data to be submitted to the funder.
- Provide seamless transition to settlement services for those that become eligible for IRCC funded settlement programs.
- Continue to be up to date with processes that affect Temporary Work and Study permit holders.

**Other Assigned Duties May Include:**

- Attend community meetings.
- Respond to media requests as instructed by Director.
- Answer telephone and in-person callers promptly.
- Provide information about the organization's services.
- Complete all necessary client and organization documentation.
- Take responsibility for documentation within client files as assigned through the Performance Quality Improvement (P.Q.I.).

**Qualifications:**

- AAISA Settlement Practitioner 2, or an undergraduate degree and/or diploma in Human Services or Education, Social Work, Psychology, Anthropology or another related discipline.
- Excellent communication, organizational, and interpersonal skills.
- Ability to work within a team.
- Excellent work ethics.
- Previous experience working with newcomers and temporary residents is highly desirable.
- Second or multiple language capabilities are highly desirable.
- Cross cultural awareness and sensitivity.
- Computer literacy.
- The successful candidate will be required to provide a Police Information Check.

**Start date:** ASAP

**Application deadline:** Until suitable candidate is found.

**Please submit, in confidence, a resume and cover letter referencing job posting IS109 and where you viewed our ad:**

**Email:** [humanresources@lfsfamily.ca](mailto:humanresources@lfsfamily.ca)

**Mailing Address:** Human Resources, Lethbridge Family Services  
100 – 1410 Mayor Magrath Dr. South  
Lethbridge AB T1K 2R3

**Fax:** (587)425-5209

**Web:** [lfsfamily.ca](http://lfsfamily.ca)

**We thank all candidates for their interest, however, only those selected to continue in the process will be contacted.**

***Lethbridge Family Services is an equal opportunity employer.***

