

JOB DESCRIPTION  
REFUGEE SERVICES COORDINATOR

*Are you highly energetic and self-motivated? Are you a team-player who works toward a collective goal? Do you possess great compassion for newcomers to Canada? If so, Carty House could be the right fit for you.*

Overview of Carty House

Carty House is a charitable, not-for-profit organization committed to serving the needs of refugee and refugee claimant women in Ottawa. Located in the neighbourhood of Sandy Hill, Carty House offers temporary housing for up to ten women at a time alongside a suite of one-on-one and group services. In addition, Carty House offers workshops and referral services to refugees and other newcomers who are not residents in the house. Founded by the Congregation of Notre Dame in 2001, our non-denominational services are based on a vision that recognizes the inherent dignity of all human beings, and values the principles of shared responsibility, respect for diversity and mutual support.

Position Summary

Reporting to and working in close collaboration with the Executive Director, the Refugee Services Coordinator carries out two main functions at Carty House: i. service delivery and ii. household management. Specifically, the Refugee Services Coordinator is responsible for: i. delivering support services to residents and other refugees and newcomers, and ii. maintaining Carty House as a safe and welcoming facility. A highly energetic team player, the Refugee Services Coordinator, plays an integral role in helping Carty House to provide a welcoming first home to refugee women in Ottawa while delivering services and advocacy to assist our residents and other newcomers with the transition to autonomous, flourishing lives in Canada.

**Position:** Full-time, 2-year contract, with possibility of renewal

**Hours of Work:** 37.5 hours per week; **flexible hours** (some evening and weekend hours required)

**Salary:** \$ 35,000.00

**Paid leave:** 3 weeks paid vacation

**Reports to:** Executive Director

**DUTIES AND RESPONSIBILITIES**

**Front-Line Services (65%)**

One main objective of Carty House is to “provide residents (and other newcomers) with referrals to education, counseling, and other support services including language instruction, employment training, job search programs and informational programs on Canadian culture and life”. To this end, the Refugee Services Coordinator will fulfill the following job requirements:

- Deliver individualized support and advocacy to Carty House Residents including but not limited to: carrying out assessments and developing action plans, referring to appropriate organizations, advocating for access to services, making phone calls and writing letters, liaising with professionals and partner organizations
- Assist Carty House residents on a variety of issues including immigration, housing, financial management, health and well-being
- Support clients (crisis management, conflict resolution, attend medical appointments, assist with hearings/appeals)

- Oversee and deliver the Newcomer Settlement Program, which involves recruiting and supporting newcomers who are not residents at Carty House, as well as delivering individualized and group-based workshop settlement services
- Recruit, train and support volunteers involved in service delivery (e.g. ESL, social outings)
- Maintain appropriate client files and program records while upholding client confidentiality
- write occasional support letters for residents for the Immigration and Refugee Board, or for a Humanitarian and Compassionate Grounds Application
- maintain statistical records on clients, client services, and other information required by outside agencies and/or grants

### **Household Operations (25%)**

A second, main objective of Carty House is “to operate and maintain a temporary communal residence for female immigrants and refugees”. To this end, the Refugee Services Coordinator will fulfill the following job requirements:

- Coordinate clients and volunteers in matters pertaining to the regular upkeep of the house including (but not limited to) cooking, cleaning, maintenance
- Undertake maintenance and safety audits of the facility on a regular basis
- Advise residents of their household responsibilities and ensure that these are carried out in an appropriate fashion (i.e. payment of rent, household chores, community living code of conduct)
- Meet with residents individually and in monthly house meetings to discuss matters pertaining to the facility and household community
- Maintain appropriate records related to household income and expenditures

### **Administration (10%)**

- Some office management work required
- Liaise with Fundraising Committee as required
- Liaise with Communications Committee regarding upcoming activities and content for social media, content for quarterly newsletters, etc.
- Accumulate and analyze statistics regarding clients and volunteers
- Assist with some financial record keeping (e.g. donors, etc.)

### **CORE COMPETENCIES**

*Carty House is seeking an innovative and highly motivated self-starter with knowledge of household management and issues facing refugees and newcomers to Canada. The ideal candidate will possess the following characteristics:*

#### **Knowledge**

##### *Required*

- Knowledge of and commitment to the mission of Carty House
- In-depth understanding of the challenges faced by female refugees and female refugee claimants, and other newcomers to Canada
- Understanding of the legal and ethical norms of frontline and community service

##### *Considered an asset*

- Familiarity with community resources and services available to low-income and newcomer individuals in Ottawa

- Knowledge of Canada's refugee determination process and other immigration-related processes and procedures

### **Skills and Attributes**

#### *Required*

- Exceptional ability to organize, problem-solve and prioritize a high volume of complex tasks in creative ways
- Proven capacity to assess client needs and undertake appropriate interventions
- Crisis intervention and conflict resolution skills
- Excellent communication skills in **English** (reading, writing, speaking) **and French** (reading and speaking) required
- Works well with diverse cultures, religions, and personalities
- Proficiency with information technology (i.e. Windows, Microsoft Office Suite, Google programs, basic web-related software and e-communications technologies)
- Highly energetic, yet also empathetic (able to provide emotional and practical support to clients)
- Ability to work under stress and in a fast-paced environment

#### *Considered an asset*

- Knowledge of a language other than English or French
- Possession of a valid driver's license and vehicle

### **Education and Experience**

#### *Required*

- Post-secondary degree, diploma or certificate in a relevant field or equivalent experience
- At least one year of experience delivering frontline community services
- Experience working cross-culturally and with people from diverse backgrounds

#### *Considered an asset*

- At least one year experience delivering frontline community services in a refugee and/or newcomer related setting
- At least one year of experience working with a community-based not-for-profit
- Experience working in or coordinating residential services
- Formal education in social work, counseling, social and human service management, psychology, or other related field in the social sciences

*Note that this position requires frequent climbing of stairs and occasional heavy lifting. Travel off site for meetings and appointments will also occasionally be required.*

Interested parties should apply to this position using the online system on Charity Village, providing a résumé and cover letter that specifically highlights their ability to meet the core requirements for this position. The **deadline for submissions is Sunday, October 16th, 2016.**

**Note:** Only those candidates who have been shortlisted for an interview will be contacted. All candidates should be able to provide suitable professional references and a Police Records Check for vulnerable sector employment.