



IDENTIFICATION

Position Number	Position Title	
91-13626	Integration Advisor	
Department	Division/Region	Location
Aurora College	North Slave	Yellowknife

PURPOSE OF THE POSITION

The Integration Advisor is responsible for the planning, organization, and delivery of Integration Programs based on Citizenship and Immigration Canada (CIC) guidelines. The Integration Advisor manages and maintains the highest level of integration services for recent immigrants residing in the Yellowknife area.

SCOPE

The Integration Advisor is located in the Trades and Technology Building, Yellowknife Campus and reports to the **Chair of North Slave Community Programs**. The position secures funding from Citizenship and Immigration Canada (CIC) through the proposal preparation process and is a stand-alone program. The Advisor helps eligible newcomers adjust to life in Canada by providing information and counseling, interpretation services, and referral to other service providers such as English language training (LINC), and assistance with finding employment. Counseling may be conducted on an individual or group basis.

RESPONSIBILITIES

1. Provide Integration Services

- determines each client's (newcomer) eligibility for integration programs under the CIC, Integration Programs
- registers clients into the CIC – ICAMS (client record system)
- meets defined and detailed program objectives and standards as out lined by CIC .
- provides integration information and referral services to eligible clients on an individual basis or group session.
- assists clients with career development
- refers clients to other service providers
- develops and maintains a goal centered progress plan for each client
- provides clients with information and counseling
- maintains the public profile of CIC Integration Programs by means of paid advertising and outreach services.
- establishes and maintains partnerships with local agencies and services providers as the means to both recruit clients as well as to provide them with a

network of community services.

- provides monthly reports, interim and final narrative reports on program activities.
- attends regular program meetings, monitors and records client attendance, drafts correspondence and understands and complies with CIC protocols and procedures.
- represents the College within the community and therefore plays a critical role in creating and promoting a positive image for the College.

2. Provide Integration through Volunteer Services

- recruits and trains volunteers to provide clients with one on one support.
- determines each client's (newcomer) eligibility under the Integration Program
- registers clients into the CIC – ICAMS (client record system)
- meets defined and detailed program objectives and standards as outlined by CIC.
- maintains the public profile of volunteer integration services by means of paid advertising and outreach services.
- provides monthly reports, attends regular program meetings, monitors and records client attendance, drafts correspondence and understands and complies with CIC protocols and procedures protocols.
- represents the College within the community and therefore plays a critical role in creating and promoting a positive image for the College.

3. Undertake Administrative Tasks

- completes reports as required
- recommends resources, activities and program in the communities for Host volunteers working with clients
- maintains client records, as appropriate, including attendance, correspondence, and evaluations
- assumes other tasks as may be initiated from time to time, including promotional activities
- participates in regular and extraordinary program staff meetings

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and practical understanding of Integration Programs as prescribed by Citizenship and Immigration Canada
- Knowledge, understanding, experience with building community partnerships
- Knowledge, understanding, experience working with volunteer programs
- Commitment to client services, combined with experience, and demonstrated excellence in team-work environments.
- Experience working in a cross-cultural environment
- Knowledge of northern cultures, cross cultural processes and politics and an awareness of the organization and structure of the College.
- Knowledge and understanding of computer programs such as word processing, e-mail and Internet programs
- Excellent oral and written communication skills
- Excellent organizational skills.

Typically, the above qualifications would be attained by:

The incumbent would normally acquire the knowledge, skills and abilities for this position through an appropriate Degree in Education or Social Science and 2 years previous work experience as a Integration Advisor (or similar role) in a cross cultural environment. Coursework or certification in adult education would be an asset.

WORKING CONDITIONS

Physical Demands

There are limited physical demands associated with this position.

Environmental Conditions

The incumbent is located in a pleasant office environment; however, the incumbent is in a highly visible and responsible position which can at times be demanding and stressful.

Sensory Demands

The incumbent must spend each day in concentrated listening and observing situations of both a technical and interpersonal nature. The incumbent must also spend hours each day on the computer, which requires attention to detail; and daily observation of client behavior, non-verbal communication and response.

Mental Demands

The incumbent is faced with mental demands stemming from the need to communicate with others constantly, the intensity of meetings, the need for attention to detail, and to provide settlement services in a cross-cultural environment.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ **Position of Trust – criminal records check required**
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

Official Language Considerations (check one)

- ☐ Not required
- ☐ Bilingual required (state language): _____