

Program Support and Administration

- Work with the Program Manager and Program Coordinator to achieve program success
- Assists in developing and sustaining collaborative partnerships with PASS delivery partners for the establishment of project scheduling and deliverables
- Files all project documents in an appropriate database or library; ensures that all documents are accurate and accepted by Program Manager.
- Provide administrative and technical skills to support a project to success
- Work closely with Marketing Department to develop and implement a marketing and outreach plan to promote program
- Works with Program Manager in preparing program materials and implementing program activities
- Prepare and distribute briefs and relevant program materials, as requested
- Conduct policy research and literature review, as requested
- Assist in preparation of program information and statistics for funder reports, as requested
- Participate in continuous quality improvement initiatives and staff meetings
- Distribute periodic evaluation forms to PASS participants and stakeholders
- Collect and validate data for inclusion in PASS Narrative and Annual reports for Immigration, Refugees and Citizenship Canada
- Assists with preparation for conferences/events
- Represents CARE Centre at community outreach events, providing information/brochures and promoting awareness of agency services
- Participates in continuous PASS Program quality improvement for participants

Other Duties as Assigned**QUALIFICATIONS**

- Bachelor's Degree or Diploma in Nursing, Settlement, Migration and Refugee Studies, Project Management, Human Resources, Psychology, or related degree with 5 years' experience
- Experience developing eLearning courses materials, instructional design, and conducting webinars and face-to-face training
- Knowledge of Canadian nursing assessment processes, employment laws and regulations, human rights system and employment and labour market
- Prior work experience in a non-profit or settlement organization is a plus
- Demonstrated abilities in program planning, community outreach, and partnership development
- Knowledge of current immigration procedures and government rules & regulations
- Understanding of pan-Canadian nursing regulatory requirements, Canadian academic and healthcare systems, and barriers facing Internationally Educated Nurses
- Strong organizational, problem-solving, interpersonal, counseling, facilitation, and moderation skills
- Excellent English oral/written communication and public presentation skills
- Cross-cultural competency and experience working with people from diverse linguistic and ethnocultural backgrounds
- Computer proficiency, including database management, knowledge of Microsoft Office Suite of products
- Experience in the delivery of client-focused information management, data management and/or records management services.
- Compassionate, flexible and committed to client-centred care
- Ability to work effectively as a team member and independently
- Ability to manage multiple priorities under pressure, trouble-shoot and meet short- and long-term deadlines
- Excellent critical and creative thinking and analytical skills

CORE COMPETENCIES *Refer to the Competency Dictionary for a description of the competencies, levels, and behaviour indicators required*

- **Knowledge and Skills: Proficient** - Demonstrates currency in the knowledge, skill, and expertise required for own job/role
- **Organizational Commitment: Proficient** - Understands and commits to the organization's mission, vision, and values, and aligns position to overall objectives of the organization
- **Respect and Interpersonal Relations: Advanced** - Understands underlying issues and unspoken thoughts, and adjusts approach accordingly
- **Communication: Proficient** - Ensures effective communication and understanding
- **Teamwork and Collaboration: Proficient** – Supports team activities and shares ideas, concerns, and solutions with the team
- **Service Orientation: Proficient** - Understands and appropriately responds to clients' requests
- **Result Orientation: Proficient** - Takes accountability for the area of work and meets individual, team, and organizational goals and objectives
- **Problem-Solving and Decision Making: Proficient** - Identifies, analyses, and considers options to solve a problem
- **Leadership: Proficient** - Leads self and demonstrates commitment and compliance
- **Risk Management: Proficient** - Operates in accordance with the organization's policies and procedures to minimize risks to self, others, or the organization

PHYSICAL DEMANDS

- Light, with occasional medium physical demands for lifting, pushing, pulling
- Manual dexterity required to use computer and office equipment

WORKING CONDITIONS

- Flexibility within program operating hours; occasional evening and weekend work
- Infrequent travel

HOW TO APPLY

Please include: "**PASS Case Manager Application: BC**" in your email subject line and send your resume and cover letter to Meghan Wankel at mwankel@care4nurses.org