

## JOB DESCRIPTION

### Position Title:

Bilingual Coordinator – AccueilOntario.ca

### Reports to:

Senior Manager, IT & New Media

### Team/Program/Project:

New Media

### Overview:

WelcomeOntario.ca and its French counterpart, accueilontario.ca, strive to be online 'one-stop shop' information hubs for service providers and refugee sponsors who are looking for accurate information on various settlement-related topics to assist in the settlement of refugees resettled to Ontario through the PSR and BVOR streams

### Purpose:

The **Bilingual Coordinator – WelcomeOntario.ca / AccueilOntario.ca** is responsible for the overall content development of the English and French websites, including vision, breadth of coverage, quality, accuracy, partnership development and outreach. The Coordinator works closely with all members of the Content Team to ensure ongoing growth and development of the websites.

The **Bilingual Coordinator – WelcomeOntario.ca / AccueilOntario.ca** will have a commitment to and awareness of equity, access to services, anti-racism and anti-oppression, gender-justice and anti-poverty as it relates to immigrants and refugees.

### Qualifications:

- Excellent French and English written and verbal communication skills, especially within an online context, and confident and effective presentation and facilitation skills
- Extremely strong research, writing and editing skills, especially within a web context; ability to write using plain language for the target audiences.
- 3-5 years of experience as a coordinator working in a non-profit or community-based agency.
- Experience working in a newcomer direct service information and referral environment, preferably in the area of settlement.
- Relevant post-secondary diploma or degree (e.g. social science, social work, community development, immigration & settlement studies).
- Experience in web content management; experience with writing content in HTML (using software like Dreamweaver); familiarity with web-based content applications.

- Proficiency with computers and Internet, including familiarity with community internet technologies and online discussion forums, social media (especially Web 2.0)
- Knowledge and understanding of immigrant and refugee sector issues and information needs.
- Demonstrated ability to integrate in-depth knowledge of equity, access, and anti-racism into all aspects of the work
- Solid knowledge and understanding of issues facing French-speaking immigrants and refugees and the agencies that serve them is a definite asset.
- Experience working in a newcomer direct service information and referral environment, preferably in the area of settlement is an asset.
- Experience in program coordination, including program planning, developing work plans, priority setting, keeping track of expenses, writing reports to funders, and evaluation.
- Research skills and the ability to analyze, organize, and share large amounts of information.
- Strong community consultation skills and ability to liaise with a broad range of stakeholders (partners, users, and internal teams).
- Excellent attention to detail, proven analytical skills, strong organization skills, independent, ability to meet tight deadlines and demanding schedules.
- Ability to travel across Ontario, as required.

#### **Responsibilities:**

- Participate in the development of content strategy and implementation
- Maintain updated knowledge base of issues related to all aspects of the newcomer settlement process.
- Build and maintain relationships with a variety of nonprofit and governmental organizations to acquire relevant content. Work in cooperation with other community agencies gathering information to determine focus and user needs.
- Support the development of sector interaction by providing links to best practices and sharing of information.
- Conduct in-person presentations to agency staff to promote the website and train users on how to use the features of the websites.
- Develop and implement an outreach and promotion strategy that strengthens relationships with and amongst organizations.
- Work with groups of agencies or related stakeholders to identify areas of potential collaboration and sharing of resources and information.
- Write articles and guides and edit existing content in clear language, with strict attention to accuracy, detail and accessibility.
- Strategically and tactically, leverage social media platforms to provide trusted information to the newcomer Francophone community.
- Facilitate various online and open-standard-based projects, including development and maintenance of online discussion forums, blogs, event listings, social media and multimedia content that facilitates the settlement, primarily for [AccueilOntario.ca](http://AccueilOntario.ca) and as needed for [WelcomeOntario.ca](http://WelcomeOntario.ca).
- Respond to discussion group questions related with appropriate information and referrals, in accordance with established service standards.
- Research responses to issues for which we do not have established resources, utilizing both community and government resources.
- Moderate the discussion forum and provide support to volunteer moderators.

- Participate in the website redesign for Welcome Ontario / AccueilOntario in collaboration with the web developer and designer.
- Ensure compliance with law (e.g. copyright and data protection )
- In collaboration with the Coordinator – WelcomeOntario.ca, on an ongoing basis, make recommendations for technical and design improvements and feature enhancements to the website.
- Write and source content on priority audiences working with other team members on priorities
- Provide editorial and writing support to staff for internal and external communication.
- Coordinate all aspects of the project: write reports, prepare documentation to secure project funding, draft contracts with consultants and contractors; liaise with a wide variety of stakeholders.
- Other duties as required including assisting in cross-team promotional and content support.

**Please submit your applications to:**

OCASI Hiring Committee – Bilingual Coordinator – AccueilOntario.ca

Deadline: July 31st, 2018

E-mail: [gethired@ocasi.org](mailto:gethired@ocasi.org)

Please put the following in the subject line: Bilingual Coordinator – AccueilOntario.ca

Thank you to all applicants however only short-listed individuals/organizations will be contacted.