



## **Bilingual Coordinator, Content Management**

Ontario Council of Agencies Serving Immigrants - OCASI  
Toronto, Ontario

### **THE OPPORTUNITY**

We are looking for a **Bilingual Coordinator, Content Management** who will be responsible for the overall content, coordination operations and overall quality of OCASI's French websites. The Bilingual Coordinator, Content Management is a member of the IT & Digital Services Team that develop and maintain a complete suite of high quality, reliable and interactive settlement information and orientation websites. These sites are where newcomers to Ontario have been finding high-quality accessible settlement information that is written in plain, easy to understand language.

### **KEY RESPONSIBILITIES**

- Research and write settlement-related articles and guides in a web-friendly format in French and edit existing content in clear language, with strict attention to accuracy, detail and accessibility
- Post articles, guides and information in French that is timely, responsive and relevant to target audiences on the websites
- Respond to user inquiries and feedback via the ticket system and forum
- Collaborate in monitoring the external environment and competitive position of websites for news and policy updates that may lead to content updates and new content
- Fact-check content regularly and edit articles for accuracy; fix dead links and backend parameter verification
- Provide editorial and writing support to staff for internal and external communications
- Compile data, analytics and narrative reports for funders as per schedule of activities
- Contribute to strategic planning and evaluation of all websites

### **REQUIRED QUALIFICATIONS**

- Excellent verbal and written communication skills in both French and English especially within a web context ability to write using plain language for the target audience
- Relevant post-secondary diploma or degree (e.g. social science, social work, communication, community development, immigration & settlement studies) or equivalent acceptable combination of education and experience working in the non-profit sector
- Minimum of 3 years of experience working as a coordinator in a non-profit or community-based agency; and experience working in a newcomer direct service information and referral environment, preferably in the areas of settlement
- Knowledge and understanding of im/migrant and refugee sector issues, settlement processes/issues, barriers and information needs of newcomers
- Understanding of the expectations and needs of Francophone newcomers to Ontario along the settlement continuum; awareness of the intersectionality of newcomers (i.e. racialized, LGBTQIA+, GBV survivor, (dis)ability etc.)
- Understanding of equity and access issues as they pertain to francophone immigrants, refugees, newcomers and racialized communities
- Demonstrated sensitivity to other cultures and ability to outreach to newcomer communities, specifically francophone communities

- Understand the fundamentals of information and referral provisions as it pertains to human services in Ontario
- Ability to determine the type, quality and quantity of content needed for the websites as well as good editing skills
- Basic understanding of clear language and design as it pertains to web content
- Ability to identify emerging trends and measure effective service outcomes; strong research skills
- Proficiency with computers and Internet including familiarity with social media, community internet technologies and online discussion forums
- Hands-on experience in web content management system with writing content in HTML; familiarity with web-based content applications
- Ability to be professional and maintain respectful communication
- Collaborative team player with strong interpersonal and relationship-building skills
- Detail-oriented with strong organizational skills and the ability to meet tight deadlines and demanding schedules
- Good judgment, problem solving and conflict resolution skills
- Ability to work both independently and as part of a team environment

**Details:**

Salary is \$51,220 plus benefits, unionized with Unifor Local 87M

**How to apply:**

Send a cover letter and resume in both English and French with Bilingual Coordinator, Content Management in the title by February 18th, 2022 to: Hiring Committee, OCASI at [gethired@ocasi.org](mailto:gethired@ocasi.org).

OCASI is committed to employment equity. While voluntary, we encourage you to indicate in your application if you are an Indigenous person, Black or racialized; your gender identity; and if you are a person with a disability. We are committed to achieving full accessibility for persons with disabilities by arranging for any necessary accommodations.

We thank all applicants for applying. Only the candidates selected for an interview will be contacted. No telephone inquiries please.