

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(ECONOMIC DEVELOPMENT DIVISION – BUSINESS INVESTMENT AND SECTOR DEVELOPMENT SECTION –
LOCATION 71 MAIN STREET WEST, 7th FLOOR)

PROGRAM OFFICER IMMIGRATION – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Immigration Partnership, the Program Officer Immigration provides program planning, evidence-based research, public engagement and project implementation supporting the Hamilton Immigration Partnership Council (HIPC). You will also understand key immigration demographics, trends and forecasts relating to Hamilton. You will use this data and other best practices to advance strategic program development, partnership building and community engagement involving newcomers and service providers, in accordance with the Local Immigration Partnership policy directions.

GENERAL DUTIES

Researches, analyzes, develops and implements new programs, strategies or projects, which are reflective of the short-term and long-term priorities of the Hamilton Immigration Partnership Council.

Ensures the Local Immigration Partnership (LIP) policy directions are reviewed consistently to shape the strategic and operational undertakings of the Hamilton Immigration Partnership Council.

Builds strategic relationships with immigration service providers and resettlement agencies in Hamilton, which include organizations providing immigrant services in areas such as settlement, health, language, employment and housing.

Engages with new immigrants and refugees to understand lived experience, key challenges and opportunities, and uses findings to inform both HIPC priorities and Hamilton municipal government

Collaborates with other Local Immigration Partnerships across the Greater Toronto and Hamilton Area and raises awareness of Hamilton Immigration Partnership Councils strategic priorities, achievements and key initiatives.

Supports collaborative dialogues, focus groups and community conversations relating to supporting the overall wellbeing of newcomers to Hamilton and the community service agencies that support newcomers.

Writes and presents briefings on new immigration policies and program changes coming from senior levels of government. Writes reports for Council, fact sheets and other internal and external correspondence.

Manages projects and initiatives coming directly from Hamilton Immigration Partnership Council key priorities, which often include developing project charters and terms of references.

Leads creation of an evaluation framework for HIPC, including identifying evaluation measures and outcomes, tracking and reporting on benchmarks and key performance indicators, and supports the development of HIPC's annual report.

Identifies potential areas of original research based on HIPC strategic priorities and initiates and leads related projects such as the Immigration Survey.

With the Senior Project Manager, supervises any placement students, providing direction and feedback of their work.

Responds to inquiries in a timely and professional manner by investigating, evaluating and implementing solutions which focus on effective customer service.

Job Description #: 7141

Attends key community events, policy discussions and educational initiatives relating to immigration and newcomers, which are run by senior levels of government, community organizations and City of Hamilton departments.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. A University Degree or Postgraduate studies in Social Sciences, Community Development / Engagement, Project Management, and / or equivalent combination of related qualifications and related work experience.
2. Project management skills and the ability to manage multiple projects concurrently, including the ability to work within tight deadlines and with competing priorities.
3. Experience in managing cross-sectoral groups, facilitation skills, building community capacity and meeting and event planning is required.
4. Excellent computer skills and knowledge of web-based applications, including MS Office. Experience with research methods, report writing, and program evaluation.
5. Strong knowledge of strengths and assets of immigrants and refugees, immigration policies, settlement programs and services that support newcomers. Lived experience as an immigrant or refugee is an asset.
6. Extensive experience working with diverse community groups such as not-for profit social agencies, various levels of government, ethno-cultural and faith-based communities, volunteer-based organizations and other stakeholders.
7. Excellent written, oral, listening and presentation skills are required. Experience in writing for diverse audiences using multiple formats, including short reports, correspondence, minutes and meeting materials.
8. Applicant must be a team player, open to learning new things and have a track record of working well with both internal and external stakeholders.
9. Applicant must adhere strictly to City policies, work with diplomacy and have political sensitivity.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.