



MALTON NEIGHBOURHOOD SERVICES



3540 Morning Star Drive, Mississauga, ON L4T 1Y2

Tel: 905- 677- 6270/ Fax: 905- 677- 6281/ Website: mnsinfo.org /

Job Posting

Job Title: Refugee Reception Service Assistant
Position Type: Casual, On-call
Location: Toronto Pearson Airport
Date posted: March 2, 2020

Malton Neighbourhood Services (MNS) is a non-profit, charitable organization that provides a variety of programs and community support services since 1975. MNS through the IRIS Program located at the Toronto International Airport provides government-assisted and privately sponsored refugee clients with a congenial welcome to Canada since 1991 and provide winter clothing to government-assisted refugees from October through April every year.

We are currently seeking **Arabic, Somali, Swahili and Tigrigna/Amharic/Oromo** speaking Refugee Reception Service Assistants.

RESPONSIBILITIES:

- Meet and Greet” our refugee clients in their languages after they arrive Pearson Airport
- Provide language assistance to all Sponsorship refugee clients to go through Customs and Immigration
- Escort all sponsorship refugee clients to their connection points, stay with them until they departed from Pearson Airport
- Address any immediate in-transit needs including transportation to their temporary accommodation if Toronto is the destination, or to their onward ground or air transportation if Toronto is not the destination
- Help refugee clients to expedite their passage inside the airport
- Assist refugee clients in all crisis intervention, including medical, wheelchair and other special needs
- Ensure refugee clients continue their journey to their final destinations as scheduled with well-being
- Assist clients with connection ticket issues and/or over-size and over-weight luggage
- Provide winter clothing to Government sponsored Refugee clients during wintertime
- Stay with clients until they leave Pearson Airport
- Report any issues to the Flight Coordinator promptly
- Responsible and report to MNS management (Flight Coordinator and Manager)

SKILLS:

- Must be Canadian Citizen and legally entitled to work in Canada
- Detail oriented, well organized and capable of multi-tasking
- Must be culturally sensitive: experience working with new immigrant would be an asset
- Ability to work well with IRCC sector, Airport CBSA, Service Canada, Airlines and all airport officials
- Self-motivated and able to manage a diverse workload
- Possess excellent written and verbal communication skills
- Demonstrates initiative with problem-solving and decision-making
- Must have strong interpersonal skills
- Must be computer literate with proficiency in Microsoft Office
- Willingness and ability to work well in a team environment
- Must be able to work flexible hours and “on-call” basis
- A valid driver’s license and personal car would be an asset

QUALIFICATIONS:

- BA or BSC in a relevant social service discipline and/or relevant experience a must
- Fluency in English and one of these languages a must – Arabic, Somali, Swahili, Tigrigna, Amharic or Oromo
- Proficiency in a third language would be an asset
- Minimum 2 years' experience in providing settlement or resettlement reception services

Closing Date: March 16, 2020

Please note that employment is conditional upon receipt of GTAA Restricted Area Security Pass

Please provide a cover letter, resume, and three references to:

The Hiring Committee

Email: hr@mnsinfo.org

We thank all applicants for their interest, however, only those candidates selected for an interview will be contacted.

Malton Neighbourhood Services is committed to providing accommodations throughout the recruitment process. If you require accommodation, please notify us, and we will work with you to meet your needs.