



Title	Customer Service Associate (CSA)– Interpreter Relations and Communications
Position Type	Permanent, Part-time
Posting Date	2021/04/27
Expiry Date	2021/05/10
Posting Type	Internal & External
Short Description	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto’s diverse communities achieve health with dignity.</p> <p>We are looking for a dynamic and responsive individual with a broad skill base for the Customer Service Associate (CSA) – Interpreter Relations and Communications position in Language Services. The Interpreter Services Training and Communications Coordinator is a newly created position that will be responsible for the ongoing recruitment and development of community interpreters, and the internal and external communication materials for the department. Reporting to the Language Services Operations Supervisor, the CSA will facilitate sufficient recruitment, testing, training, orientation, knowledge mobilization, and professional development activities to ensure an optimal roster of qualified freelance interpreters for the service. As part of Access Alliance’s ongoing commitment to advancing standards in health care interpreting, the CSA will be responsible for outreach, recruitment, onboarding of interpreters, ongoing professional development both for interpreters and Language Service customers (in relation to working with interpreters). The CSA will manage communications for the department in collaboration with the supervisor and team members, to ensure consistency and content validity. The CSA will work collaboratively with team members and Access Alliance staff more generally.</p>
Detailed Description	<p>RESPONSIBILITIES:</p> <p>Outreach, Recruitment, Onboarding:</p> <ul style="list-style-type: none"> • Designing job opportunity communications and posting them in appropriate media and organizations. • Coordinating and facilitating information sessions for people interested in becoming interpreters. • Screening and interviewing applicants. • Administering testing, and liaising with marking agencies. • Managing onboarding and orientation of interpreters • Responding to all queries in a timely, solution-oriented, and customer friendly manner. <p>Professional Development:</p> <ul style="list-style-type: none"> • Coordinating and planning professional development and Interpreter debriefing sessions. • Informing current interpreters of Professional Development opportunities. • Leading development and implementation of special projects in collaboration with partners <p>Newsletters, Social Media and Communications with interpreters and other stakeholders</p> <ul style="list-style-type: none"> • In collaboration with team members and Access Alliance communications staff, develop a communications strategy supporting outreach for the purposes of interpreter recruitment • Develop our presence online through social media supporting AA leadership role in interpreting and translation • Support knowledge mobilization activities to optimize the reach of quality materials and resources that improve language access initiatives for various industry stakeholders <p>Orientation Sessions</p> <ul style="list-style-type: none"> • Coordinating and facilitating orientation sessions on AA and our clients protocols and procedures for new interpreters • Advertise, promote, and facilitate orientation sessions for clients on how to work with interpreters when needed.

**Equipment**

- Ensuring that all testing materials and equipment are functioning and up to date.

Promotion/Marketing

- Promote and participate in marketing, promotion and media interviews as needed.

OTHER SKILLS AND QUALIFICATIONS:

- Completed post-secondary education (preferably a university degree in a related discipline, such as Adult Education or Communications)
- Three (3) years – Five (5) years maximum of experience working in a related position
- Significant experience designing curriculum and facilitating training sessions and workshops for diverse adult learners
- Familiarity with the language services sector and/or previous experience working as an interpreter are considered assets
- Significant experience developing communication plans and designing various electronic and printed materials
- Excellent interpersonal, decision-making, problem solving and group-facilitation skills
- Superb oral and written communication skills, preferably with previous copy editing and public speaking experience
- Demonstrated proficiency in various computer operating systems and applications, including Word, Excel, PowerPoint, Publisher and Adobe Acrobat
- Familiarity with major social media platforms, in particular Twitter and LinkedIn.
- Excellent organizational skills and a keen attention to detail
- High degree of personal motivation and demonstrated initiative
- Demonstrated flexibility and time management skills to prioritize tasks and manage multiple deadlines in a dynamic, high pressure environment, all while maintaining a positive attitude
- Experience working with multiracial, multilingual communities and a demonstrated commitment to anti-oppressive practices and principles
- Demonstrated understanding and appreciation for the not-for-profit and community services sector
- Previous experience teaching English as a Second Language is considered an asset

Salary: \$49,477 - \$59,612

Hours: 21 hours/week

Duration: Permanent, Part-time

Bargaining Unit position: United Food and Commercial Workers, Local 175

Classification: CHW

Start Date: As soon as possible

Interview Date: Week of May 18th, for the selected candidates

Access Alliance offers comprehensive group benefits coverage, annual vacation entitlement, cumulative sick leave entitlement, employee assistance programs. Access Alliance is a HOOPP employer.

This position is re-posted. If you have previously applied to this position, please keep in mind that your resume is still active with us.



**Application
Method**

With "Customer Service Associate – Interpreter Relations and Communications in the subject heading please send your resume and cover letter by May 10, 2021 at 5:00pm to:

by E-mail: jobs@accessalliance.ca

by Regular Mail: **Hiring Committee, Coordinator, RIO, LS**

Access Alliance Multicultural Health and Community Services
340 College Street, Suite 500, Toronto, ON, M5T 3A9

No phone calls please.

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.