

**Job Class Profile:** Immigration Assessment Officer

**Pay Level:** CG-27 **Point Band:** 534-577

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	4	3	3	3	1	2	
Points	187	67	13	19	90	65	62	21	21	545

## JOB SUMMARY

The Immigration Assessment Officer is accountable for the pre-assessment stage of the Provincial Nominee Program (PNP).

### Key and Periodic Activities:

- Engages in preliminary analysis of submitted proposals and Provincial Nominee applications within specific program criteria/guidelines and federal legislation.
- Prepares documentation to support recommendations for departmental actions on the Provincial Nominee Program decisions, and implements and monitors follow-up actions which include the issuance of certificates and appropriate correspondence.
- Participates in the planning, organizing, and coordination of recruitment initiatives.
- Solicits applications to the Provincial Nominee Program through recruitment missions.
- Assists senior staff at international immigration fairs.
- Participates in the monitoring, revisions, and delivery of procedures for the Provincial Nominee program.
- Responds to immigration enquiries resulting from provincial, national and international promotional activities.
- Maintains a database of statistics related to the Provincial Nominee Program (application status, applications received, enquiries, capital invested, and other related data).
- Develops and sustains working relationships with consultants, private sector representatives, federal/provincial government officials, and departments in relation to the pre-assessment of eligible candidates for the Provincial Nominee Program.
- Participates in the preparation of incoming visits by prospective business immigrants for the purpose of forming private sector partnerships and/or other arrangements between the incoming prospective immigrant and established local firms or organizations, or to conduct general exploratory visits.
- Provides assistance in the preparation of publications, audio/visual presentations, advertising programs, and public relations programs as it relates to immigration initiatives (i.e. fairs, website content and application kits).
- Prepares general correspondence as it relates to immigration/PNP issues.
- Liaises with the Labour Market Development Division to ensure potential PNP applicants are referred to prospective employment opportunities.
- Assists settlement consultants in ensuring programs and services are available to provincial nominees.

**Key and Periodic Activities:**

- Monitors external websites and information sources on immigration matters, settlement services, and Provincial Nominee Programs and provides feedback to senior staff.
- Develops and maintains appropriate contacts and networks with relevant private and public sector sources to monitor the potential for the Provincial Nominee Program.
- Conducts Provincial Nominee Program information sessions throughout the province.
- Prepares for and travels to immigration fairs.
- Prepares deposits (application fees) and submits to Department of Finance.
- Attends training sessions as required.
- Assists with administrative duties.

**SKILL****Knowledge****General and Specific Knowledge:**

- Knowledge of Canada's immigration system and the Newfoundland and Labrador Provincial Nominee Program. Technical knowledge of related software (PNP database, word processing, spreadsheets, internet, email) and immigration policies and legislation, privacy legislation, and immigration programs.

**Formal Education and/or Certification(s):**

- Minimum: 2 year post secondary Diploma in Business or Office Administration.

**Years of Experience:**

- Minimum: 2 to 3 years experience

**Competencies:**

- Awareness of the provincial labour market as well as social, cultural, religious and political issues and sensitivities of the client groups served.
- Interpersonal, communication, and listening skills.
- Ability to work collaboratively.

**Interpersonal Skills**

- A range of interpersonal skills are used to listen to information and ask questions, provide routine and complex information to others, provide care/comfort to others, conduct formal interviews, promote a service, provide training, and gain the cooperation of others to complete work.
- Communication occurs with clients who meet the program criteria; and with immigration consultants and lawyers, public and private sector representatives, federal and provincial departmental representatives in relation to the pre-assessment of candidates, as well as developing and maintaining appropriate contacts and networks to promote the potential of the program.
- The most significant contacts are with manager, co-workers, and clients.

## EFFORT

<b>Physical Effort</b>
<ul style="list-style-type: none"> <li>— Work demands do not result in fatigue, requiring periods of rest.</li> <li>— Moves/lifts objects less than 10 lbs (promotional materials, files, setting up for fairs, etc.)</li> <li>— Physical effort includes constant sitting and use of computer, and occasional standing, walking, and driving.</li> </ul>
<b>Concentration</b>
<ul style="list-style-type: none"> <li>— <b>Visual</b> concentration is required when assessing applications and entering data of client information, updating spreadsheets, and responding to email.</li> <li>— <b>Auditory</b> concentration is required when interviewing clients and transcription, in-person discussions, telephone inquiries. Often there are language barriers, poor telephone connections, and background noise.</li> <li>— <b>Repetition</b> requiring alertness occurs when entering data on client information.</li> <li>— <b>Time pressures and deadlines</b> can occur as a result of pre-assessment of client files that must be completed prior to the file being assigned to a Provincial Nominee Officer. Assigned target numbers must be achieved each week.</li> <li>— <b>Lack of control over the work pace</b> can happen based on frequency in which applications for PNP are received can fluctuate.</li> <li>— <b>Eye hand coordination</b> is required when using the computer.</li> <li>— <b>Exact results and precision</b> (e.g. accuracy is required in screening criteria such as names, dates, and relationships. All of which must be verified.)</li> </ul>
<b>Complexity</b>
<ul style="list-style-type: none"> <li>— Tasks are generally repetitive and well defined and are normally achieved by following standardized procedures and/or processes. Problems may require practical solutions be found or developed in a team setting.</li> <li>— A typical challenge ranges from simple such as a client not providing a birth certificate, to more complex such as a deportation order which requires investigation to determine eligibility for Provincial Nominee. Solutions are normally resolved by following process or through discussions with management, the PNP Officer, or other agencies.</li> <li>— Problems tend to be resolved by referencing the Provincial Nominee Policy and Procedure Manual, Immigration and Refugee Protection Act, or through consultation with management and/or senior officers.</li> </ul>

## RESPONSIBILITY

<b>Accountability and Decision-Making</b>
<ul style="list-style-type: none"> <li>— Work tasks are moderately prescribed and controlled.</li> <li>— Authority to provide the public with Provincial Nominee Program criteria to determine eligibility, and if a candidate is definitely not eligible, to inform him/her. Independently manages workload but must remain cognizant of timelines and targets.</li> <li>— Final approval for client nomination is prepared by management based upon the recommendations of the Immigration Assessment Officer and the Provincial Nominee Officer.</li> </ul>

Supervisory approval is also required for travel requests, purchases, program/policy changes, organizational commitments and work plans.

- Exercises discretion and judgement within pre-determined limits when determining if a client passes or fails applicant screening, advising Provincial Nominee Officers of potential issues with a client file, or when providing recommendations to management on files eligible to be assigned to a Provincial Nominee Officer.

#### **Impact**

- Has a positive or negative impact on immediate work area, the department, outside the department, outside the organization and on clients/general public. Additionally there are impacts on processes and systems, health and safety, information, finances, and corporate image.
- Consequences and/or errors are normally identified and resolved within one week of identification. The manager of Provincial Nominee Officer would likely detect the error and resolve it in a timely manner.
- The consequences of an error such as incorrect information could result in delays for the client and/or employer; unpaid or overpaid fees would result in errors in recorded revenue; or general impact to clients and their families creating delays and hardships for them.

#### **Development and Leadership of Others**

- There is no supervision of staff.
- May provide advice/guidance to new employees.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- There is no requirement for safety equipment or precautions.
- There is a limited likelihood of minor cuts, bruises, abrasions or minor illnesses.
- Lack of privacy due to cubicle work environment.
- Occasional distracting noise, infectious disease, wet/slippery surfaces and temperature extremes (when traveling).