

**Job Class Profile: Immigration Program Development Officer****Pay Level: CG-38 Point Band: 848-881**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 6         | 6                    | 2               | 4             | 5          | 6                                | 5      | 2                          | 2                                |              |
| Points | 280       | 100                  | 13              | 19            | 150        | 130                              | 103    | 43                         | 21                               | 859          |

**JOB SUMMARY**

The Immigration Program Development Officer is responsible for the planning, initiating, and coordinating of activities relating to the processing of complex applications for the Provincial Nominee Program (PNP). This includes the selection of immigrants to the province and making final recommendations for either approval or rejection, as well as providing support for policy development and the promotion of the Provincial Nominee Program.

**Key and Periodic Activities:**

- Performs applicant assessment which includes the assessment of client eligibility, reviewing forms for accuracy, conducting due diligence on client data, interviewing clients, recommending/nominating applications for provincial nomination, sending nomination packages, facilitating work permits, liaising with overseas embassies and Citizenship and Immigration Canada, and assisting clients through the federal permanent residency process.
- Responds to immigrant inquiries via telephone, email, or in person including inquiries from clients and employers who are seeking to hire a foreign worker.
- Communicates with Canadian Embassies and provincial and federal government departments including Service Canada, Canada Border Services Agency, and Citizenship and Immigration Canada.
- Liaises with the local francophone community to collaborate on immigration projects.
- Organizes, plans logistics, and participates in international recruitment missions abroad.
- Organizes and prepares for incoming international delegations.
- Maintains the Provincial Nominee Database which is responsible for the management of the client's electronic file. Monitors the database for improvements, works with information management staff to implement changes, and provides advice to internal staff on the operations of the database.
- Conducts information sessions and presentation to potential clients and employers on such topics as International Graduates, Skilled Workers, and Family Connections.
- Prepares ministerial correspondence, briefing notes, reports and other miscellaneous documents such as the HRLE annual report and Successful Immigrant Magazine articles.
- Participates in and provides support to the Pan Atlantic Immigration and Populations Group conference calls.
- Provides guidance, support and immigration expertise to colleagues in Settlement Services.
- Participates in week-long Federal Immigration Training regarding immigration legislation and regulations.

**SKILL**

| <b>Knowledge</b>   |
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| <p><b>General and Specific Knowledge:</b></p> <ul style="list-style-type: none"> <li>— On-going and current knowledge of federal and provincial immigration legislation and regulations, programs and services such as the Provincial Nominee Program (PNP), ATTIPA privacy legislation, and related software (PNP database, word processing, spreadsheets, internet, email).</li> </ul> <p><b>Formal Education and/or Certification(s):</b></p> <ul style="list-style-type: none"> <li>— Minimum: Undergraduate degree in social sciences, business, administration, political science, legal, or a related field.</li> </ul> <p><b>Years of Experience:</b></p> <ul style="list-style-type: none"> <li>— Minimum: 2 to 3 years experience</li> </ul> <p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>— Considerable experience or knowledge in the immigration field and with individuals from a variety of cultures.</li> <li>— Language training.</li> <li>— Ability to apply federal immigration regulations and legislation to daily tasks including document preparation, solution development for client issues, and in the provision of advice to clients and management.</li> <li>— Competency with PNP database.</li> <li>— Advanced level writing skills in the preparation of ministerial correspondence, briefing notes, magazine articles, and reports as well as precision of language when communicating with clients in foreign countries.</li> <li>— Interpersonal, listening, analytical and problem solving skills.</li> </ul>                 |
| <b>Interpersonal Skills</b>  |
| <ul style="list-style-type: none"> <li>— 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, coaching or mentoring, facilitating sessions, gaining the cooperation of others to complete work, dealing with angry or upset people, and providing expert advice and counselling to others.</li> <li>— The most significant contacts are with (1) manager and colleagues of the Provincial Nominee Program, (2) general public dealing with clients and employers, (3) and Canadian Embassy representatives abroad as well as Federal representatives (i.e. Citizenship and Immigration Canada, Canada Border Service Agency)</li> <li>— Formal interviews must be conducted with each client before they can be nominated. Because immigration is a life changing event for people and their families, clients can become upset with the situations they are in. Utilizes numerous skills to assist clients in their situations by listening to them, asking questions to gather more information, counselling them on what steps to take. Some situations are highly sensitive requiring compassion and caring of the client's circumstances. Must exercise a variety of interpersonal skills when dealing with clients of various nationalities, often with language barriers.</li> <li>— Provides expert advice to clients as well as to other government employees, and promotes the</li> </ul> |

Program to large groups in the form of sessions or fairs.

## EFFORT

### Physical Effort

- Work demands occasionally result in fatigue, requiring periods of rest when attending Immigration Missions.
- Occasionally moves/lifts objects over 25 lbs (i.e. travel for missions requires setting up and dismantling of stands, lifting boxes and material).
- Physical effort includes sitting and using computer, standing and walking, and occasional driving.

### Concentration

- **Visual** concentration is required in the use of computer, concentrating on information and documents, and concentration on people and their reactions/body language during interviews.
- **Auditory** concentration is required as the position deals with various international clients. Phone calls from overseas are often of poor quality and when combined with a person's accent, hearing concentration is high. Language barriers also create difficulty and strain on hearing.
- **Repetition** requiring alertness occurs in the assessment of complex client applications, the use of the PNP database, and due diligence to validate client data and document verification.
- **Time pressures and deadlines** occurs as PNP targets are set and expected to be met, application deadlines, project deadlines such as ministerial correspondence or articles for reports or magazines.
- **Interruptions** occur with clients arriving at the office with urgent immigration issues, or applications with fraudulent documents and misinformation.
- **Lack of control over the work pace** occurs as clients walk in with urgent needs, unforeseen client emergencies such as expired work permits, or waiting on answers from various stakeholders before being able to move forward with a particular situation.
- **Higher than normal levels of attentiveness** to the health and safety of others is required on contentious or problematic files where client safety or well being is at risk, or due to highly emotional situations the personal safety of the Officer may be at risk.
- **Eye hand coordination** is required in the use of computer, keyboarding, and database operations.
- **Exact results and precision** is required for the accuracy of information is essential to the position including expiry dates of documents such as passports or work permits, or in application fields where accuracy of information is important for federal processing.

### Complexity

- Tasks are varied and range from well defined with standard work processes to those that are highly technical with unique multi-functional problems.
- Problems may be resolved through standard work processes or may require analysis and the development of complex solutions.
- The Immigration Program Development Officer deals with numerous clients on a daily basis who wish to immigrate. Some files allow for application of general policies and procedures. Other files are complex and require extensive background work, research, investigative

procedures, liaising with federal government agencies and embassies to determine a suitable solution.

- When addressing challenges or problems, may reference the PNP Policy and Procedures Manual, Immigration and Refugee Protection Act and Regulations, Federal Immigration Policy and Procedures Manual, ATIPPA, Citizenship and Immigration, Canada Border Services Agency, Canadian Embassy representatives, internet research, and management.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are moderately prescribed and controlled.
- Authority to advise clients whether or not they are eligible for the Provincial Nominee Program, communicate immigration expertise and advice to the public, determine if a client is eligible for PNP, and forward recommendations to management for final authority. If a client is not eligible for PNP the Officer can advise the client of their status.
- Supervisory approval is required for facilitating work permits, contacting overseas embassies, national and international travel requests, purchases, nomination recommendations, program or policy changes, organizational commitments and work plans.
- Exercises discretion and judgement in assessing situations and determining the next steps to be taken. All nomination recommendations are made with independent discretion and judgement with final signature approval from management. Participation in the international recruitment missions/fairs requires considerable discretion and judgement when interacting with prospective immigrants and when promoting the province as a destination of choice.

### Impact

- Has a positive or negative impact on immediate work area, the department, outside the organization and on clients/general public. Additionally there are impacts on processes and systems, information, human resources and corporate image.
- Example: work completed contributes to achieving the overall PNP targets and the success of the program/department, directly impacts clients and employers by securing work permits for new employees so they can commence work as soon as possible, increases immigration to the province, and assists employers with difficult to fill positions.
- Consequences and/or errors are normally identified and resolved within 24 hours of identification. Decisions to nominate an individual must be reviewed by the manager and Executive Director.
- The consequences of an error such as the provision of incorrect information can have an impact on the image of the program and can lead to clients being unhappy, legal implications, or potential safety risks for staff members.

### Development and Leadership of Others

- There is no supervision of staff.
- Provides on the job advice, guidance, and orientation to new and junior staff members on PNP rules, processes, procedures, and federal immigration rules and regulations.
- May assume a lead role in coordinating recruitment missions, on french projects such as Destination Canada, or on the maintenance and monitoring of the Provincial Nominee file

management database.

## WORKING CONDITIONS

### Environmental Working Conditions

- There is no requirement for safety equipment.
- There is no likelihood of minor cuts, bruises, abrasions or minor illnesses.
- Occasional travel to missions abroad or travel throughout the country and/or province for training or to provide information sessions.