

## Job Description

---

<b>Job Title:</b>	Immigration Consultant
<b>Department:</b>	Student Success Office
<b>Reports To:</b>	Manager, Immigration Consulting
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	April 2024

---

### **Primary Purpose**

The Immigration Consultant is accountable to the Manager, Immigration Consulting, for the delivery of professional legal advising with a focus on Immigration, Refugees and Citizenship Canada (IRCC)'s International Student Program (ISP) for international students and their spouses, partners, and dependents. The primary role is to assist students in the understanding of immigration requirements to maintain legal status while studying and/or working in Canada as a student and while transitioning to a worker. The incumbent will provide individual consultations to guide students in navigating immigration processes which include application preparation/review and when needed, intervention with internal and external partners.

This position requires a high level of professionalism and competent application of appropriate advising procedures in a confidential and ethical manner in accordance with standards as set by the College of Immigration and Citizenship Consultants (CICC).

### **Key Accountabilities**

#### **Immigration Consulting Service to Students**

- Demonstrate a high level of knowledge in immigration law, policies, regulations, procedures and keep up to date with current and emerging immigration legislation and interpretations.
- Be well informed on all areas of immigration trends, federal court case decisions, policies and regulatory changes to provide accurate advice to mitigate risk and reduce vulnerability in the face of rapidly evolving immigration policies.
- Provide timely, accurate, efficient, and comprehensive immigration advice in all areas of temporary residence applications, processes, and general guidance on permanent residence.
- Embrace a holistic approach by creating a safe space and by ensuring sensitivity to cultural differences, student life transition adjustment, and unique needs of individuals.
- Provide individual in-person or virtual consultation and respond to inquiries through emails within the service standard response time.
- Co-consult with other on-staff Immigration Consultant(s) on complex cases when required to uphold CICC's regulation with respect to competency in advising.
- Bring attention to high risk or complex cases during team discussion and escalate to Senior Immigration Consultant(s) for intervention, as appropriate.
- Ensure consultation case management practices adhere to CICC's regulation by maintaining and purging documents, individual consultation notes, and copies of immigration documents. Also ensuring any related immigration documents are kept in strict confidentiality and secured storage.

#### **Immigration Expertise and Team Support**

## Job Description



- Remain current on the needs of all international students at the University, relevant University policies and procedures, best practices in immigration consulting. Based on findings, and in consultation with the Manager, identify possible projects that will enhance the immigration experience of all international students.
- Report feedback from students, share observations, recommend, and implement best practices.
- Contribute during daily case discussion to ensure consistency in the team's advising approach. Reporting lessons learned from Continuing Professional Development (CPD) sessions and share research relevant to consulting services.
- Contribute to the development of policies and procedures as needed to improve immigration consulting services.
- Contribute to co-mentorship, promote, and maintain a high level of work ethic within the team.
- Implement assessment methods to measure achievement in all areas of responsibility including service goals and objectives and determination of service success on a termly basis.
- Working as a member of a team of consultants, the incumbent will plan, deliver, and coordinate immigration presentations and perform other related duties including, but not limited to, communications in various forms, website content creation and maintenance, recordkeeping and administrative responsibilities as assigned.

### **Strategic Liaison**

- Initiative is paramount in acquiring knowledge of institution structures, systems, and processes. One should be capable of liaising and collaborating with campus partners to provide seamless and knowledgeable services to the students, including triaging student referrals for non-immigration matters.
- Proactively build and maintain strong relationships with academic advisors and their departments to provide seamless academic and immigration support to international students, while seeking collaboration opportunities, such as specialized immigration presentations or information sessions.
- Liaise/collaborate with internal and external partners, government organizations and agencies as appropriate to support immigration consulting outreach initiatives.
- Proactively build and maintain strong relationships with colleagues from other Canadian universities for continuous improvement in knowledge expertise and service standard.
- Strategically build a network of resources that can assist with immigration matters – lawyers, RCICs, CBSA office and MP office.
- Manage the University's reputation in all interactions with IRCC, CBSA, Provincial governments, Service Canada, local MP's office, and other government entities as well as CBIE, CICC, CAPIC and related organizations.
- Participate in certain department-wide or campus-wide activities including special events, special projects, committee participation etc.

### **Compliance**

- Adhere to the Immigration and Refugee Protection Act (IRPA), Immigration Protection Regulations (IRPR) and its Regulations, and CICC policies, which includes:
- Maintain up-to-date knowledge of and changes to IRPA and IRPR as it pertains to the University and its regulatory policies to ensure competency to perform the duty of a Regulated Canadian Immigration Consultant (RCIC).
- Ensure that any changes to the IRPA and IRPR, policy or procedures, are documented, implemented, and communicated to appropriate areas affected.
- Protect the confidentiality and privacy of the students by holding in strict confidence all information concerning their personal affairs unless consent for disclosure is authorized. In addition, all records shall be stored for a period of 6 years in a secure manner to safeguard confidentiality and to protect against loss or damage.

## Job Description



- Remain in good standing and maintain errors and omissions insurance as mandated by CICC.
- Maintain compliance to licensee obligations, which include but not limited to, The College's Regulations, Legislation and Code of Professional Conduct, Standard of Professional Conduct and Competence, Continuing Professional Development (CPD), Practice Management Education (PME), and Compliance Audit Regulation.

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- An undergraduate degree.
- Graduate Diploma in Immigration and Citizenship Law or equivalent.
- Regulated Canadian Immigration Consultant in good standing with CICC.

#### **Experience**

- Minimum of 2 years of experience in immigration consulting as an RCIC and 3+ years of experience advising international students or,
- 5+ years of experience in immigration related experience and direct experience working with international students at the post-secondary level.

#### **Knowledge/Skills/Abilities**

- Highly knowledgeable on IRPA and IRPR, including policies and procedures pertaining to IRCC's ISP and permanent residence program, in particular, Express Entry and the Ontario Immigrant Nominee Program.
- Understanding of university policy and procedures as they relate to international students.
- Demonstrate ability to work within a framework of multiple principles and guidelines and the ability to apply professional judgement in situations where clear direction is unavailable and/or interpretation is required.
- Strong organizational skills with an ability to handle heavy caseloads, handle multiple tasks, manage crisis, meet deadlines, and excel in a fast-paced environment characterized by changing priorities.
- Evidence of a service-oriented perspective with awareness of and sensitivity to cultural, racial, language, political, and socio-economic diversity.
- Superior research skills, verbal and written communication skills, exceptional analytical thinking, excellent interpersonal and problem-solving skills, and the ability to communicate to a diverse audience through various mediums.
- Proven strong advocacy skills as evidenced by experience in assisting clients (international students).
- Demonstrate ability to thrive in and contribute to an integrated and collaborative team environment and to apply a positive team approach to working with colleagues within an individual department and across a larger institution.
- Proven ability to provide a mature, competent, and professional presence while working with external government and immigration officials, current and prospective students, and university administrators and staff.
- Beneficial: international experience and second language skills

### **Nature and Scope**

## Job Description

---



- **Contacts:** Students and their families, other staff in the SSO, other staff and faculty across campus, external partners. Superior listening skills and strong communication skills (written and oral) are required, including clarity, diplomacy, and tact. Ability to work independently and as part of a team.
- **Level of Responsibility:** Responsible for ensuring the professional provision of immigration consulting services to students. This job requires superior advising skills with minimum supervision. Therefore, the Immigration Consultant must be self-initiated, detail oriented and excellent in time management skills. Teamwork is essential and the Immigration Consultant is expected to provide co-worker support and coaching to maintain a high level of service and competency
- **Decision-Making Authority:** Consistent and effective decision making required to ensure the most effective application methods and options are providing to students. Determines the optimum course of action to solve problems and to exert a positive influence on other stakeholders.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; periods of extensive sitting and concentrated use of visual senses. Exposure to a fast-paced service-oriented environment.
- **Working Environment:** Much of the time is spent sitting in a comfortable position meeting with students one-on-one in a private office. Located in a comfortable indoor area, although may work out of various locations. There is a frequent need to pay close attention to details, such as written material and information provided verbally by students. There are times of high demand for service, and there is always a requirement for thoroughness and accuracy. May work within strict timeline due to urgency of cases and communicate with authorities. Weekend and evening work is sometimes required. Minimal exposure to disagreeable conditions where it is sometimes necessary to convey negative or unwelcome information to students.
- **Mental Stress:** Considerable. Work activities performed in an environment with frequent exposure to mental pressure conditions.