Applicant Navigator

An important role with purpose:

As the Applicant Navigator, you will play an integral role in the continued transformation of NNAS by reflecting NNAS' commitment to an applicant-centred approach. More specifically, you will provide hands-on support to internationally educated nurses as they navigate their journey to practice nursing in Canada. As a main point of contact, you will coach and educate applicants through the NNAS application process by providing information, referring to resources and problem-solving issues they are facing. You will also assist applicants in navigating the regulatory and immigration processes required to live and work in Canada. As a key liaison with internal and external stakeholders, you will pro-actively identify solutions to reduce barriers based on the applicant experience. Finally, you will be responsible for identifying and coordinating the development of programs and resources to enhance the NNAS application process and ensure a smooth and supportive process for applicants.

What you need to know
- Strong background in at least one of the following areas: health, immigration, self-regulation, non-for-profit, credential assessment, education at the post-secondary level
- Knowledge of the nursing profession in Canada and internationally (asset)
- Knowledge and understanding of the immigrant experience and the issues they are facing
- Experience with developing online programs, resources and tools
- Proficient at using a variety of software programs, including Word, PowerPoint, Excel, and other research programs
- Proven understanding of and experience working in a diverse and inclusive work environment

Your education, experience, and skills
- Undergraduate degree in business, preferred, or an equivalent combination of education and experience may be considered.
- Excellent written and oral communication skills
- Demonstrated superior client service skills with a strong commitment to making client satisfaction a priority
- Demonstrated teamwork ability to contributing to a supportive and positive culture
- Strong organizational skills, priority management skills, and ability to manage multiple files
- Detail oriented and strong analytical and problem-solving skills
- Proven ability to work with a high degree of independence in a virtual office environment
- Demonstrated ability to work effectively both independently and as part of a team
- Experienced at developing and managing relationships with key stakeholders
- Familiarity with relevant data analytical software, such as Excel, NVivo and SPSS (asset)
- The ability to communicate in both official languages is considered an asset

What you can expect from us

This is a great opportunity to join an innovative organization committed to excellence and be part of a high-performing team. We offer a competitive compensation and benefits package designed to meet your needs at every stage of your life and career including:

- Salaries based on qualifications and experience
- Flexible and comprehensive benefits
- Virtual work environment

Conditions of employment:
- Must be a permanent resident or Canadian citizen
- Must be willing and able to work overtime including evenings and weekends, if required
- Must be willing and able to travel, on occasion
- Must be willing and able to provide secure home office and work in a virtual workplace environment

How to apply:

Applications (CV and Cover Letter) should be sent to christyn.balagus@stratford.group with the subject line NNAS - Applicant Navigator. In your cover letter, you should clearly demonstrate how you meet the requirements of the role, your salary expectations, and the value you will bring to the organization.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted. Accommodations are available on request for candidates taking part in all aspects of the selection process.