## Juliana NishidaSettlement Counsellor2012 Azalea Ln., Ottawa, K4A 4R5 / (902) 989-5868juliananishida@gmail.comhttps://www.linkedin.com/in/juliana-l-nishida-b51693155/

Work Experience: **Settlement Counsellor | ISANS - Immigrant Services Association of Nova Scotia
Jun 2023-Aug 2024**Supporting Government Assisted Refugees (GAR) and EMPP (Economic Mobility Pathways Pilot) during pre-arrival and during their first year in Canada, ensuring a smooth settlement

* Establishing and maintaining administrative processes for accurate reporting and program evaluation
* Managing document recording, processing, and storage using NewOrg and Lampss systems
* Organizing and entering data on Settlement Site - SharePoint and handle general administrative tasks
* Processing various applications and documents such as Child Benefit, GST, and Income Assistance
* Providing empathetic guidance to clients using a Trauma Informed and Empowerment Approaches
* Handling clerical tasks including photocopying, faxing, scanning, and report generation
* Coordinating logistics for staff training, service quality control, and workshops
* Conducting Orientation Sessions on topics like the Canadian education system and tenant rights
* Providing reception backup and arrange interpreters as needed
* Facilitating internal referrals to Employment, Language, and Translation Services
* Making external referrals to Access Justice, food banks, YMCA, and Access Nova Scotia.

**Temporary Accommodation Coordinator | ISANS - Immigrant Services Association of Nova Scotia
Jan 2023 – Jun 2023**

* Managed profiles and information for Government Assisted Refugees (GAR) in NewOrg and ETO Systems
* Maintained Excel spreadsheets and introduced new technological tools for improved accuracy and communication
* Coordinated client access to IRCC – RAP support services, including document preparation
* Oversaw logistics for Port of Entry arrivals, managing hotel bookings, transportation, meals, hygiene supplies, and winter clothing distribution
* Monitored service delivery in temporary accommodations, ensuring client safety and needs were met
* Provided specialized support for clients with disabilities and facilitated urgent mental health assistance referrals
* Collaborated with IRCC to enhance welcome services for clients
* Conducted immediate orientations on federal and provincial programs, life in Canada, and community resources
* Coordinated case conferences and scheduled transfers to permanent accommodations
* Researched and compiled community resources for clients’ essential services
* Assisted clients with settlement phase navigation, prioritizing empathy, efficiency, and confidentiality.

**Program and Client Services Assistant – Refugee Resettlement Team | ISANS - Immigrant Services Association of Nova Scotia
Jun 2022-Dec 2022**
* Managed data entry and updated profiles in NewOrg and ETO systems
* Oversaw on-call timesheet management, ensuring accuracy and timely submission to Payroll
* Prepared and distributed meeting minutes and created various documents and presentations
* Utilized proofreading skills for accuracy in documentation
* Handled data sorting from Charter Flights Manifest and administered budget monitoring
* Procured and managed deliveries of winter gear for clients
* Provided comprehensive support to the RAP Coordinator, including logistics for food, hygiene items, and transportation
* Responded promptly to urgent client needs
* Organized events, offering support and refreshments for meetings and training sessions
* Assisted the RAP Team during charter flights operations.

**Verification / Resident Records Management Clerk | Dalhousie University, Faculty of Medicine
Jan 2021-May 2022**

* Handled inquiries via phone, email and in person from medical residents, program administrators, and credentialing offices
* Organized offsite storage facilities for long-term document retention, optimizing space utilization in the office.
* Developed a comprehensive filing system to improve document tracking and ease of access for authorized personnel.
* Catalogued incoming documents daily, ensuring accurate indexing for efficient retrieval later.
* Created highly detailed reports outlining key metrics related to records management performance and trends over time.
* Managed file organization and retrieval, both electronic and physical
* Updated Resident Information using Access, DalMedix, and ONE 45 databases
* Provided enrollment and verification letters, promotion notices, and certificates
* Generated reports from Access and prepared Excel spreadsheets
* Supported academic cycle operations: registration, promotions, leaves, transfers, and tuition
* Conducted clerical tasks including filing, scanning, and correspondence management
* Prepared and managed file storage with Iron Mountain and digitized documents using LaserFiche.

**People and Culture Assistant | ISANS - Immigrant Services Association of Nova Scotia
Dec 2019-Jan 2021**

* Managed electronic and hardcopy employee files
* Conducted records management and data input for hiring processes, including ADP account creation and time-off balance calculations
* Prepared employment documents such as contracts, letters, and reports
* Provided support to ISANS employees on leaves, time-off balances, and onboarding/offboarding
* Tracked data practices and program statuses, reporting to the Director
* Ensured timely completion of new hire, transfer, departure, and leave procedures
* Assisted during annual fiscal year-end processes and related logistics
* Performed clerical duties including photocopying, digitalizing, and mail handling.
* Contributed to a positive work environment with strong interpersonal skills and proactive teamwork attitude.

**Substitute Administrative Assistant | Halifax Regional Centre for Education – HRCE
Aug 2019 – Dec 2019**

* Produced documents using Office Suite applications
* Managed student information in PowerSchool
* Filed printed and digital documents, including confidential materials
* Provided administrative support to teachers, principals, and students
* Monitored and recorded student absences via phone
* Offered services from pre-primary to adult students
* Provided emotional support to students and parents, and administered first aid
* Handled payments and student fees.
* Enhanced communication between departments by promptly distributing correspondence and directing inquiries to appropriate personnel.
* Ensured accurate record-keeping by meticulously maintaining databases and spreadsheets for various departments.

**Legal Assistant | Tribunal Regional Federal da Primeira Região |Brasil
Aug 1996 – Feb 2014**

* Data entry: entered and updated the status of deeds and lawsuits
* Prepared, reviewed, and distributed certificates of criminal and civil records
* Responded to inquiries from lawyers and the public, provided information about cases, judgment dates, judgment results, and deadlines for appeal
* Received, classified, and distributed petitions
* Formatted and proofread all official documents
* Processed deeds and lawsuits
* Prepared shipments and mail, reviewed and modified documents
* Supervised other Legal Administrative Assistants - trained and supervised interns from Jan 2006 to Dec 2009. While in this position, the backlog was cleared of thousands of unpublished court decisions reducing from 34,000 to 8,000 in 3 years
* Collected data to produce statistical reports, plans, projects, and programs
* Assisted judges and lawyers during trials
* Responsible for the publication of the results of the trials in the federal government press

### Education:

* Introduction to Trauma Informed Care in the Settlement Sector - Crisis & Trauma Resource Institute (CTRI)
* Trauma Informed Care in the Settlement Sector – Intermediate - Crisis & Trauma Resource Institute (CTRI)
* Certificate in Office Administration – Nova Scotia Community College – Halifax, NS – 2017

### Languages:

* Fluent in English and Portuguese / Advanced level in French – ongoing learning