

NOTICE OF JOB VACANCY (Posted: March 1, 2018 – March 19, 2018)**Job Competition #:** 2018-RAP-02**Position:** **Manager**
Resettlement Assistance Program (RAP) – ISSofBC Welcome Centre
Regular full-time position at 35 hours per week starting on or about May 1, 2018**SUMMARY:**

The Manager - RAP has the day-to-day budgetary, administrative, and oversight for services provided to GAR (Government-Assisted Refugees) during their initial 6 weeks in Canada including: reception and temporary accommodation; orientation and support services; assistance in securing permanent housing; and linking to external agencies. The Manager is responsible for ensuring program outcomes and reporting requirements/deadlines as defined by Immigration, Refugees and Citizenship Canada (IRCC) are met.

Financial responsibilities include:

- Management of RAP program budget and providing input into new and revised budgets. Ensuring service and program expenditures and operations are within approved budget parameters. Notifying the Associate Director in a timely manner of any emerging issues or variances.
- Responsibility for oversight and issuance of temporary food cash to clients and acts as a signatory on associated bank account.
- Approving cheque requisitions ensuring expenditures are within agreed upon budget. Issues, manages and is accountable for all cash issued to the program (eg food cash, petty cash).

Human Resources responsibilities include:

- Recruitment, orientating, supervision, and evaluation of RAP staff. Creating staffing schedules and resolves staffing issues. Handling day-to-day human resource, payroll and requests for leaves, seeking input from Associate Director, Payroll, and/or Human Resources on more complex issues. Consulting with Associate Director and/or Director of Human Resources on labour relations matters.

Program Delivery responsibilities include:

- Preparing quarterly and annual narrative, statistical, and administrative reports as required by funders and ISSofBC.
- Coordinating program/service delivery to ensure optimal outcomes in accordance with contractual requirements and ISSofBC's program and reporting guidelines.
- Monitoring and reviewing service delivery. Soliciting client/participant and community feedback on quality of services provided. Makes recommendations to the Associate Director for revision and/or restructuring of program delivery and services as required to ensure optimal client outcomes. Upon obtaining approval, implementing remedial actions to improve client outcomes.

- Ensuring designated office and residential spaces are well maintained and that all WorkSafe BC and ISSofBC safety regulations are adhered to.
- Representing the organization/program at meetings, inter-agency committees, and community forums as required.

QUALIFICATIONS:

Baccalaureate in Social Services, or related discipline; a minimum of three (3) years recent related experience in a supervisory/managerial capacity; **OR** an equivalent combination of education, training and experience acceptable to the employer.

SKILLS & ABILITIES:

Demonstrated ability to communicate effectively in both written and oral English.

Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.

Knowledge of and ability to maintain current in issues facing refugee newcomers.

Proven organizational and administrative skills, experience developing and operationalizing programs or projects.

Knowledge of and experience in developing and managing funded programs.

Demonstrated management skills in program/service delivery, promotion and marketing.

Demonstrated leadership, teamwork and supervisory skills. Proven ability to lead a diverse multi-disciplinary team of employees in multiple locations.

Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.

Proficiency in all aspects of Microsoft Office Suite.

Possession of and the ability to maintain a clear provincial criminal record check.

Ability to set and maintain boundaries with clients and manage self-care.

Ability to carry out the duties of the position.

Applications must include "2018-RAP-02" in the subject line and can be sent to: jobs@issbc.org

Closing Date: By 4 pm on Monday, March 19, 2018

Salary Range: \$28.07 - \$30.67 per hour (based on training and qualifications)

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.

ISSofBC offers eligible staff outstanding medical and employer-matched RRSP benefits.