

NOTICE OF JOB VACANCY (Posted: April 6, 2021 – April 20, 2021)**Job Competition #:** 2021-BL-01A**Position: Manager**

Blaze - Self-Employment for Newcomer Youth – Surrey Welcome Center location
Temporary full-time position at 35 hours per week starting on April 2021 through to
March 2022

Blaze is a new entrepreneurship program for newcomer immigrant and refugee youth in Metro Vancouver. With two streams of services, the program supports both aspiring entrepreneurs interested in business start-up, as well as existing youth entrepreneurs interested in business growth. Participants receive entrepreneurial skills training, and gain business experience and connections through resource teams and peer-to-peer support.

Summary:

The Manager builds on the organizations' engagement with the small business community and manages a team of Business Advisors to deliver meaningful opportunities for aspiring youth entrepreneurs to start or grow their business idea.

Reports to: Senior Manager – Career Services**Responsibilities:**

- Coordinates program/service delivery to ensure optimal outcomes in accordance with contractual requirements and in compliance with established policies, procedures and standards.
- Monitors and reviews service delivery. Solicits client/participant and community feedback on quality of services provided. Makes recommendations to the Senior Manager for revision and/or restructuring of program delivery and services as required to ensure optimal client outcomes.
- Recruits, orientates, trains, supervises, and evaluates staff in the Blaze program. Creates staffing schedules and resolves staffing issues. Handles day-to-day human resource, payroll, and requests for leaves, seeking input from Senior Manager, Payroll, and/or Human Resources on more complex issues. Consults with Senior Manager, Division Manager and/or Director of Human Resources on labour relations matters.
- Develops program budget(s) for approval by the Senior Manager. Ensures service and program expenditures and operations are within approved budget parameters. Notifies the Senior Manager in a timely manner of any emerging issues or variances.
- Collaborates with Communications Department staff to develop client or small business-facing marketing collateral.
- Coordinates, conducts, and delivers presentations to small business owners and community members in support of client marketing activities.
- Plans and executes employer-related events. Coordinates staff in the planning and delivery of employer networking sessions, job fairs, industry panels, trade talks and employer exhibits.

Qualifications:

Baccalaureate in Social Services, Business Administration, Public Policy, Education, or related field supplemented by a minimum of three (3) to five (5) years' recent related employment services work experience and a minimum of two (2) years' experience as a supervisor or manager in a mid-size organization **OR** an equivalent combination of education, training, and experience acceptable to the employer. Additional training in Conflict Resolution, Staff Training and/or Coaching is preferred.

Skills and 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 from differing cultural and linguistic backgrounds.
- Proven organizational and administrative skills including experience developing and operationalizing programs or projects, program/service delivery and promotion and marketing.
- Demonstrated management skills in program/service delivery, promotion, and marketing.
- Knowledge of and experience in developing and managing funded programs.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Demonstrated leadership, teamwork, and supervisory skills.
- Proficiency in all aspects of Microsoft Office Suite.
- Ability to set and maintain boundaries with clients and manage self-care.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

Email applications must include “2021-BL-01A” in the subject line and can be sent to:
jobs@issbc.org

Closing Date: By 4 pm, Tuesday, April 20, 2021

Salary Range: \$29.79 - \$31.62 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.