



Program Manager Spark and Ignite Program

At ISSofBC we believe in:

- ❖ Working with **purpose**
- ❖ We aspire to **improve**
- ❖ We cultivate **belonging**
- ❖ We are **genuine**

About IGNITE

The **SPARK & IGNITE program** supports immigrants and refugees to navigate local entrepreneurship and design, develop and launch their own business start-up.

In **SPARK & IGNITE** we believe that our clients deserve a **proactive partner who helps them succeed**. We bring empathy, are forward-thinking, and we're constantly iterating our tools and processes to deliver a proactive client experience in a fast-changing environment.

As **Program Manager for SPARK & IGNITE**, you will lead, support, and supervise a team of diverse, creative, and experienced staff who are highly motivated to foster the spirit of innovation and entrepreneurship with new business owners.

How You'll Make a Difference

Leadership and People Management

- Create and foster a respectful and inclusive team environment by welcoming and celebrating differences to ensure a supportive and engaging experience for all team members and clients
- Manage program service delivery, ensuring optimal outcomes in accordance with contractual requirements
- Recruit, orient, train, supervise, and evaluate program staff. Create staffing schedules and resolve staffing issues. Handle day-to-day human resource, payroll, and requests for leaves, seeking input from Division Manager, Payroll, and/or Human Resources on more complex issues

Client Experience

- Strengthen client enterprise outcomes and support staff by developing partnerships at local community level
- Solicit client/participant and community feedback on quality of services provided.
- Scope opportunities for new partnerships and collaborate with existing internal and external partners to strengthen and maintain key client resource relationships. Attend partnership and stakeholder meetings
- Coordinate the evaluation of participant progress, follow-up services including referrals of clients to appropriate post-program interventions and resolves any client issues

Operations

- Write and implement program budget(s) in consultation with Associate Director. Ensure service and program expenditures and operations are within approved budget parameters
- Responsible for maintaining knowledge of current trends and developments and disseminating that information to others
- Coordinate service delivery activities including program marketing and participant recruitment, data collection and reporting, management of collaborative relationships, and management of performance outcomes
- Plan and coordinate the implementation of program services, including preparation of group training schedules and the allocation of staff and material resources

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

HEAD OFFICE: 2610 Victoria Dr. Vancouver, BC V5N 4L2

T: 604-684-2561

E: info@issbc.org

www.issbc.org



- Prepare narrative/statistical, administrative, end-of-cycle reports and follow-up reports as required. Oversee efficient maintenance of program files, client, and inventory records
- Performs other related duties as required

What You Bring

Baccalaureate in Social Services (Social Work, Psychology), Business or related discipline supplemented by a minimum of three (3) years recent related experience in a managerial capacity, preferably in an entrepreneurial program capacity **OR** an equivalent combination of education, training, and experience acceptable to the employer. Experience with entrepreneurship and/or small business is considered an asset

What Makes You a Change Maker

- **A natural connector** with an entrepreneurial mindset
- **A passion** for client success, workforce relevance and the local entrepreneurial business environment, including issues and trends
- **A bright leader** with an inclusive approach to hiring, training, and staff evaluation
- **Creativity & innovation** in marketing the program
- **New and exciting ways** to help clients in problem-solving and finding pathways to business success
- **Bold curiosity and a willingness** to learn new technology with previous experience with Microsoft Office, Zoom, and Microsoft Teams
- Can-do attitude with resilience and perseverance
- Possession of and the ability to maintain a clear provincial criminal record check

ISSofBC Value Proposition

- Role Salary Range: \$31.62 - \$41.32 per hour
- Expected Starting Range: \$31.62 - \$33.55 per hour. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually
- Extended health and dental benefits
- Three (3) weeks' vacation per calendar year
- Employer matched RRSP with contributions up to 5%
- Hybrid work opportunity

Proof of COVID-19 Vaccination is required.

ISSofBC's mission and values emphasize inclusivity and recognition of individuals' unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

If you are passionate about making a difference, apply now!

Start Date: ASAP

Location: Surrey

Position: Regular full-time at 35 hours per week

Closing Date: open until the position is filled

Email applications must include: "2021-Ignite-11" and can be sent to: jobs@issbc.org.

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