



ASSOCIATE DIRECTOR, CAREER SERVICES
(Posted: March 17, 2023 – March 31, 2023)

Job ID #: 2023-Employment-01

Position: **Associate Director, Career Services**
ISSofBC Terminal Office & Welcome Centre – Vancouver
Temporary full-time position (maternity relief) position starting as soon as possible until April 2024 or pending return of incumbent.

At ISSofBC we believe in:

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

Why choose us!

Join ISSofBC, one of the largest and first newcomer and refugee agencies in Canada. As well as being a values-driven organization, we pride ourselves on diversity, inclusion, innovation, and transparency. You can make lifelong friends and connections when you join our family. What's more, we also have multiple locations and offer flexible working and shorter working weeks than most organizations.

Summary:

Reporting to the Director, Language & Career Services and consistent with ISSofBC policies and funder's guidelines, the Associate Director, Career Services manages all Employment programs and activities to ensure achievement of program goals and objectives and contributes to the development of the divisional strategic plan.

How You'll Make a Difference:

- Manages contractual agreement(s) based on a thorough understanding of the scope, intent and activities found in both the proposal(s) and agreement(s).
- Formulates plans and changes as required aimed at enhancing programs and services. Makes recommendation to the Director for revising and restructuring delivery of programs and services.
- Oversees and coordinates service delivery to ensure optimal outcomes in accordance with contractual requirements. Ensures appropriate administrative procedures, records and systems are in place to support program delivery.
- Oversees all Employment service locations ensuring effective delivery of client services and that program(s) are meeting or exceeding targets.
- Develops or provides input into program budget(s). Applies managing, inter-personal and creative problem-solving skills to ensure program and budget objectives are met.
- Oversees the recruitment, training and evaluation of all Employment staff either directly or through intermediary supervisors.
- Monitors and reviews service delivery to ensure optimal client outcomes.
- Plays a major role in preparing content of project proposals, (curriculum development,) including conducting research, information gathering, stakeholder development and writing and project evaluation.
- Provides input to the director, as requested, in the development and establishment of strategic priorities for the division.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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- Prepares narrative and statistical reports as required.
- Establishes and enhances networks with government agencies, community partners, employers and professional bodies. Keeps abreast of current trends and developments in the Settlement sector to ensure program plans, operation, and methods remain relevant and current.
- Represents the organization at local or national meetings or conferences as assigned.
- Performs other related duties as assigned.

What you Bring:

Baccalaureate in Social Sciences, Business, or related discipline (Master’s preferred) supplemented by a minimum of four (4) years related experience in a supervisory/managerial capacity and experience in responding to Requests for Proposals, **OR** an equivalent combination of education, training and experience acceptable to the employer.

What Makes You a Change Maker:

- Demonstrated ability to communicate effectively in both written and oral English at all levels of the organization, and with external stakeholders and the community.
- Demonstrated ability to deal effectively and courteously with clientele, staff, external stakeholders and the public who come from differing cultural and linguistic backgrounds.
- 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 combined with strong time management and organizational skills. Proven ability to lead a diverse multi-disciplinary team of employees in multiple locations.
- Proficiency in all aspects of Microsoft Office Suite.
- Ability to set and maintain boundaries with clients and manage self-care.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to carry out the duties of the position.

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.

ISSofBC Value Proposition

- Role Salary Range: \$42.53 – \$55.58 per hour *dependant on education/training/experience/internal equity. Wage grids are reviewed annually
- Expected Starting Salary: \$42.53 – \$45.13 per hour.
- Extended health and dental benefits
- 140 hours of vacation and 35 hours personal leave
- 100% employer matched RRSP contributions
- Inclusive Culture: Collaborative peers with a wide range of backgrounds and talents
- Innovative workplace with opportunity for new approaches

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

Applications must include "2023-Employment-01" in the subject line and can be sent to: jobs@issbc.org
For Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <job ID number>" in the subject line.
 Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.

Closing Date: By 4 pm, Friday, March 31, 2023