



**Senior Manager Operations, Career Services**  
(Posted: March 22, 2023 – April 4, 2023)

**Job ID #:** 2023-Employment-02

**Position:** **Senior Manager Operations, 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, oversees Employment program operations and activities in the Terminal and Vancouver Offices to ensure achievement of program goals and objectives.

**Reporting Relationship:**

Director – Language & Career Services

**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 proposals and agreements. Makes recommendations to the Director to modifying delivery of programs and services as necessary.
- Supports Director to coordinate 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.
- Monitors and reviews service delivery to ensure optimal client outcomes, including developing evaluation tools and review client satisfaction rates so program delivery is responsive to evolving newcomer client needs.
- Monitors program budgets targets to ensure optimal client outcomes. Makes recommendations to Director to ensure program/budget objective are met applying, inter-personal and creative problem-solving skills to address solutions. Implements approved recommendations and monitors outcomes.
- Manages site operations at Terminal office location, including logistical, client service delivery, and safety requirements of the space.
- Participates in management and informing service evolution requirements for the ISSofBC CRM, NewTrack, including collecting and synthesizing feedback from Employment frontline and management teams.
- Oversees the recruitment, training, and evaluation of staff.
- Prepares narrative and data reports for internal and funder reporting.

**IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA**

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

T: 604-684-2561

E: [info@issbc.org](mailto:info@issbc.org)

[www.issbc.org](http://www.issbc.org)



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

**What you Bring:**

Baccalaureate in Social Sciences, Business, or related discipline supplemented by a minimum of three (3) years related experience in a supervisory/managerial capacity, **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 staff, clients, external stakeholders and the public who come from differing cultural and linguistic backgrounds.
- Proven organizational and administrative skills, experience operationalizing programs or projects.
- Knowledge of and experience in 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 staff 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: \$34.31 – \$44.85 per hour \*dependant on education/training/experience/internal equity. Wage grids are reviewed annually
- Expected Starting Salary: \$34.31 – \$36.42 per hour.
- Extended health and dental benefits
- 105 hours of vacation and 35 hours personal leave
- 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-02" in the subject line and can be sent to: [jobs@issbc.org](mailto: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, April 4, 2023**