



Manager
LINC Program – Richmond location
Job ID: 2023-LINC-04

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:

Consistent with ISSofBC policies, procedures and standards is, responsible for the achievement of goals and objectives for LINC programs and activities in a designated service area.

Reporting to: Associate Director, LINC

How You'll Make a Difference

- Monitors and reviews service delivery. Solicits 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. With approval from the Associate Director implements remedial actions to improve client outcomes.
- As an identified knowledge expert is responsible for keeping current on trends and developments and disseminating that information to others.
- Recruits, orientates, trains, supervises, and evaluates staff in designated area. Handles day-to-day human resource, payroll and requests for leaves, seeking input from Associate Director, Payroll, and/or Human Resources on more complex issues. Consults with Associate Director and/or Director of Human Resources on labour relations matters.
- Provides input into program budget(s). Ensures service and program expenditures and operations are within approved budget parameters. Notifies the Associate Director in a timely manner of any emerging issues or variances.
- Facilitates service delivery area logistics regarding office supplies. Liaises with landlord as required and deals with security alarm issues. Ensures premises are well maintained, that annual fire drills are conducted and that WorkSafeBC and ISSofBC safety regulations are adhered to.
- Markets ISSofBC programs and services by performing such activities as representing ISSofBC at meetings, inter-agency committees and community forums,
- Performs other related duties as assigned.

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

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T: 604-684-2561

E: info@issbc.org

www.issbc.org



What You Bring

Baccalaureate in Social Services, Business, Education or related discipline supplemented by a minimum of three (3) years recent 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.
- Demonstrated ability to interact with people from diverse 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. Proven ability to lead a diverse multi-disciplinary team of employees in multiple locations.
- Proficiency in all aspects of Microsoft Office Suite.
- Ability to pass and maintain a clear Criminal Record Check.
- Ability to carry out the duties of the position.

ISSofBC Value Proposition (Salary Range and Other Benefits)

- Role Salary Range: \$31.62 - \$41.32 per hour
- Expected Starting Range: \$31.62 - \$33.55. Dependent on education, training, experience, and internal equity. Wage grids are reviewed annually.
- 105 hours of vacation and 35 hours of personal leave
- Extended health and dental benefits
- Employer matched RRSP with contributions up to 5%
- Collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

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: LINC Program – Richmond location

Position: Regular full-time position at 32 hours per week starting as soon as possible Mondays – Thursdays, with occasional Fridays

Posting Date: Open until filled.

Job ID No: 2023-LINC-04

Email applications must include: "2023-LINC-04" on the subject 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. We will be interviewing qualified applicants on a rolling basis as we receive applications.