



PROGRAM MANAGER, BC SAF HAVN LANGUAGE PROGRAM
(Posted: March 19, 2024 – Open until filled)

Job ID #: 24024-BC SAF HAVN

Position: Program Manager, BC SAF HAVN LANGUAGE Program

Locations: Metro Vancouver

Regular part-time position at 8 hours per week starting April, 2024

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 Associate Director of Language College, the Program Manager is responsible for the day-to-day operations of the BC SAF HAVN Language Program to ensure achievement of goals and objectives consistent with ISSofBC's policies and the funder's guidelines. This position provides human resources, budgetary and administrative management for the program, supervising program recruitment and marketing initiatives, curriculum development/enhancement, training plan implementation, participant and project evaluations, and reporting/administrative functions.

How You'll Make a Difference

- Works closely with the Senior Manager- BC SAF HAVN to ensure the performance of the program is aligned with the Ministry's objectives.
- Supervises programs/service delivery to ensure optimal outcomes in accordance with contractual requirements.
- 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.
- Assists with recruitment, orientation, and training of ESL Instructors. 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 People, Culture, and Inclusion Department (PCI) on more complex issues. Consults with Associate Director and/or Director of PCI 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.
- Markets ISSofBC programs and services by performing such activities as representing ISSofBC at meetings, inter-agency committees and community forums.
- Provides input for narrative/statistical, administrative, end-of-cycle reports and follow-up reports as required. Oversees efficient maintenance of program files, client, and inventory records.
- Assist with the input of client data and service information in the funder-mandated database system based on established guidelines.
- Performs other related duties as assigned.

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'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

- Expected Starting Salary: \$34.94 – \$38.45 per hour. *dependent on education/training/experience/internal equity. Wage grids are reviewed annually.
- Paid vacation and personal leave granted based on eligibility
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%
- Values-based organization with collaborative peers with a wide range of backgrounds and talents
- Inclusive culture and innovative workplace with opportunity for new approaches

Applications must include "**24024-BC SAF HAVN**" 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: Open until filled**

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