



SENIOR MANAGER, BCNSP/SAF HAVN SETTLEMENT PROGRAM
(Posted: Thursday March 28, 2024 – April 11, 2024)

Job ID #: 24033-BC NSP and SAF HAVN

Position: **Senior Manager**
BC NSP and SAF HAVN Settlement Program – Metro Vancouver
Regular full-time position at 35 hours per week starting mid 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, Refugee Programs, the Senior Manager (SM) – BC NSP and SAF-HAVN leads the tactical, operational activities within the BC NSP and SAF-HAVN portfolio. Working closely with direct and indirect reports, the SM is accountable for planning, prioritizing and/or directing the responsibilities of employees.

The SM will bring strong leadership, communication, change-management, and team-building skills to the role, helping to promote a culture of collaboration, inclusion, excellence, and continuous improvement within ISSofBC's diverse culture, and will be a contributor to ensuring team members establish credible and trusted relationships both within and external to the organization.

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).
- Works closely with the Associate Director. Collaborates with People, Culture and Inclusion, Quality Assurance, Finance, Facilities, Marketing/Communications, and IT departments, as needed.
- Makes recommendation to the Associate Director for modifying delivery of programs and services.
- Supports Associate Director to coordinate service delivery to ensure optimal outcomes in accordance with contractual requirements. Ensure appropriate administrative procedures, records and systems are in place to support program delivery.
- Monitors program budget(s) and targets to ensure optimal client outcomes. Makes recommendations to Associate 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.
- Liaising with relevant Associate Directors, oversees the recruitment, training and evaluation of BCNSP and SAF-HAVN staff.
- Prepares narrative reports to Associate Directors for review.
- 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 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.

What Makes You a Change Maker

- Demonstrated experience delivering high quality services to a diverse range of clients in a values-driven organization. Alignment and commitment to ISSofBC values. Experience of working with immigrant and newcomer groups an asset.
- Demonstrated leadership, teamwork and supervisory skills combined with strong and organizational skills. Proven ability to lead a large and diverse multi-disciplinary team of employees in multiple locations.
- Strong business management skills, including financial, budget and human resource management.
- Results orientated, with a demonstrated willingness to help the department and the organization achieve desired objectives and targets. Strong analytical and problem- solving skills.
- Ability to work effectively and collaboratively with a range of business support functions in a medium to large organizational setting.
- Demonstrated experience working in conformance to quality standards and practices, including clients' rights, privacy and confidentiality, risk management, etc.
- Highly effective communication skills, with the ability to clearly articulate complex issues and lead change.
- Proven organizational and administrative skills, experience operationalizing programs or projects.
- Strong IT and digital skills, including understanding the effective use of a range of communication, database, and digital communication platforms.
- Demonstrated coaching, mentoring, and staff / client support skills, with the ability to set and maintain boundaries and manage self-care while caring for others.
- Possession of and the ability to maintain a clear Criminal Record Check.

ISSofBC Value Proposition

- Role Salary Range: \$41.94 - \$46.14 per hour.
- 105 hours of vacation and 35 hours of personal leave.
- Extended health and dental benefits upon joining.
- Employer RRSP contribution at 3% with no required employee contribution. Optional employee RRSP contribution at 1-5% with employer contribution up to 5%.
- Employee and Family Assistance Program (EFAP)
- Values-based organization with 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.

Applications must include "**24033-BCNSP/SAF HAVN**" in the subject line and can be sent to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

Internal Applicants – existing employees and volunteers, please indicate "INTERNAL <**24033-BCNSP/SAF HAVN**>" in the subject line and send it to: jobs@issbc.org. **All applicants are requested to submit a Cover Letter, outlining their interest in this role, and Resume as a single document in doc or pdf format.

We thank all applicants; however, only those shortlisted will be contacted for an interview. **Closing Date: by 4pm, April 11, 2024**

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