



Job ID #: 25007-BC NSP
Position: Manager
Location: Vancouver (negotiable)
Program: Employment Program – BC NSP
Regular part-time position (in-person) at 17.5 hours per week starting **April 01, 2025**.
Posting Date: March 05, 2025
Closing Date: March 12, 2025

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:

The Manager, BC Newcomer Services Program (BCNSP) is responsible for leading the program's day-to-day operations, ensuring alignment with funding requirements, and delivering high-quality employment and settlement services for newcomers. This role provides strategic oversight of staff recruitment, performance management, financial accountability, program planning, and stakeholder engagement. The Manager plays a key role in driving service excellence, building partnerships, and ensuring that program activities effectively support the long-term economic and social integration of newcomers in British Columbia.

How You'll Make a Difference:

- Leads all aspects of BCNSP's operations, ensuring services meet or exceed contractual obligations, funder expectations, and internal performance targets.
- Monitors service quality and maintains compliance with relevant regulations (e.g., Freedom of Information and Protection of Privacy Act).
- Coordinates planning, implementation, and evaluation of BCNSP activities.
- Manages program budgets, approves expenditures within established limits, and provides financial reports to senior leadership.
- Works closely with finance and leadership teams to ensure financial sustainability and accountability.
- Recruits, trains, and supervises program staff, setting clear expectations and encouraging a high-performance culture.
- Conducts regular evaluations, provides ongoing coaching, and ensures staff have the resources and support to succeed.
- Establishes and strengthens partnerships with employers, educational institutions, and community agencies to expand service opportunities for newcomers.
- Represents BCNSP at external meetings, forums, and sector-wide initiatives.
- Prepares comprehensive reports (narrative, statistical, and financial) in a timely manner to meet internal and external requirements.
- Oversees accurate input of client and service data into databases.
- Monitors program outcomes and ensures high-quality, client-centered service delivery.
- Implements continuous improvement initiatives and adapts program strategies to meet evolving community needs.
- Oversees the accurate collection and reporting of program data, ensuring compliance with funder requirements.
- Analyzes trends and outcomes to inform strategic decision-making.
- Other duties assigned by Director, Career Services or equivalent.

What You Bring:

Bachelor's degree in social services, Business, Education, or related discipline and a minimum of **three (3) years** recent experience in a supervisory/managerial capacity, OR an equivalent combination of education, training and experience.

What Makes You a Change Maker:

- Knowledge of settlement and employment services, including needs assessment, client referral processes, and community networking.
- Familiarity with provincial immigration priorities, labour market trends, and relevant legislation.
- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated cultural competency and commitment to working effectively with diverse populations.
- 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.
- Possession of and the ability to maintain a clear provincial Criminal Record Check.
- Willingness to work flexible hours as needed.
- Have access to reliable transportation for travel between program locations.

ISSofBC Value Proposition

- Expected Hiring Range: **\$34.94 - \$38.45** *Dependent on education, training, experience, and internal equity. *Wage grids are reviewed annually.
- Accrued vacation and other paid leave benefits based on eligibility.
- 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.

We acknowledge Indigenous Peoples on whose territories we are privileged to work, welcome and support newcomers, including immigrants, refugees and students. We honour the Nations who have always cared for these lands, waters, and air. In line with ISSofBC's commitment to equity, we promote inclusive employment opportunities for women, Indigenous Peoples, people with disabilities, persons of diverse sexual orientations, gender identities or expressions (2SLGBTQI+), and racialized individuals. Guided by our values of Purpose, Improvement, Belonging, and being Genuine, we strive to create a collaborative environment where diverse perspectives and unique strengths are celebrated.

Applications must include "**25007-BC NSP**" 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.

For Internal Applicants – existing employees and volunteers, please indicate "**INTERNAL 25007-BC NSP**" in the subject line. Immigrant Services Society of British Columbia is committed to attracting and sustaining a diverse and inclusive workforce. Applicants must be eligible to work in Canada. Satisfactory completion of a Criminal Records Check is a condition of employment. Only those candidates considered for an interview will be contacted. Closing Date: **March 12, 2025**.

If You are Passionate about Making a Difference, Apply Now!