

Program Delivery Manager - LINC & Childminding (Part-Time)

NOC 0423

QUALIFICATIONS

- Master's degree or diploma in a related field
- 2 years' experience working with immigrants
- Experience supervising in a unionized organization preferred

KNOWLEDGE, SKILLS and ABILITIES

- Knowledge of the challenges faced by immigrants when they first arrive in Canada
- Interpretation and administration of collective agreements
- Excellent interpersonal skills, including active listening, negotiation, mediation, and conflict resolution skills
- Ability to read, write, and communicate effectively in the English language
- Ability to foster teamwork
- Sound judgement, strong analytical and problem solving skills
- Proficient user of Microsoft Office products

Reports to: Executive Director

DUTIES/RESPONSIBILITIES

Leadership and Planning

- Collaborate with the Executive Director to contribute to the development of IMSS's overall Strategic Plan
- Develop departmental operational plans aligned with IMSS's overall Strategic Plan
- Represent the organization at community activities to enhance the organization's community profile.
- Ensure that operational plans meet expectations of funders and other key stakeholders
- Evaluate the effectiveness of the LINC and Childminding programs
- Develops LINC & Childminding plans and conducts needs assessments
- Makes referrals to IMSS other programs and non-IRCC Settlement Services
- In collaboration with the Executive Director develop policies as required.
- Substitutes for the Executive Director when required
- Keeps program statistics and submits statistical reports to Executive Director
- Participate in the planning and preparation for collective bargaining
- Oversee planning for special events (for example, during National Citizenship Week, Canadian Flag Day, Heritage Days, Canada Day, A Day of Cultures, and International Women's Day)

Management

- Manage IRCC LINC & Childminding Programs
- Implement human resource policies, interpret and apply the collective agreement
- Orient new employees to organizational policies, strategic and operational plans and procedures
- Ensure that employees have the resources to maximize their success

- Foster effective teamwork within and between departments
- Provide guidance to the staff in providing effective services to IMSS clients
- Work with the Executive Director to establish performance standards
- Complete annual performance plans/assessments in conjunction with Coordinators and Supervisors
- Maintain and update job descriptions
- Respond to client complaints
- Act as the Step 1 designate for grievances
- In consultation with the Executive Director, initiates discipline processes
- In collaboration with the Executive Director, recommends corrective action when necessary
- Monitor compliance with Society policies/procedures
- Maintain accurate employee records
- Maintain the approved IRCC clients numbers in each class and child-minding
- May be required to work some evenings / weekends for special events
- Other related duties, as required

Provision of Support Services

- Ensures safe transportation for new immigrants and their families
- Provide interpretation and translation services
- Oversee maintenance of complete and accurate client files

Provision of Orientation/Information Services

- Provide multicultural sensitization sessions for service providers, professionals, teachers and counselors
- Support Workshop Facilitators and Program Coordinators in helping newcomers to Canada settle in the community of Prince George
- Supporting in facilitating orientation and information sessions

- **Applications will be accepted until the position is filled** – Only selected applicants will be contacted. No phone call please.

- **This position is excluded from union membership**

- **To apply:** : E-mail your resume and cover letter to Human Resources Manager at hr@imss.ca

- **Agency: Immigrant & Multicultural Services Society of Prince George**

- **Hour of work:** for a total of 40 workweeks, 20 hours a week - Regular - part-time - Monday to Friday