

JOB POSTING

Job Position: Manager – Employment Services
Department: Community Services
Status: Full Time – 35 hours a week
Compensation: \$55,000.00 - \$60,000.00
Plus RRSP & group health benefits
and professional development support

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over 32 years. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally responsive services to newcomers, families, women & seniors.

Vision: Leaders in building strong and supportive communities.

Mission: Supporting our growing communities to manage change through quality client-centered social & health services and responsive public education.

Position Summary:

Under the guidance of the Director – Community Services, the incumbent is responsible for daily leadership and management of staff and the activities of the agency's Employment Services Program including the new Employment Bridging Program and proposed Community Benefit Program. The incumbent is also responsible for delivering high quality client programs and ensuring all processes are performed in a timely and efficient manner to provide a professional level of service. Responsibilities relate to program supervision, coordination of activities of a multidisciplinary team including liaising with bridging program and agency partners, program planning, quality management and program standards, equipment/supplies/environment management, committee participation and internal communications.

Responsibilities and Duties: *(but not limited to)*

- Manage the day-to-day operations of the program including the ongoing leadership, supervision and coaching of the employment services staff, student placements and volunteers.
- Liaise, manage and coordinate relationships with bridging and community benefit program partners.
- Responsible for developing occupation specific curriculum and program implementation in partnership with the steering committee.
- Coordinate and manage program delivery, evaluation and strategic issues to meet expected outcomes of the employment programs in order to ensure that community needs and funder requirements are met.
- Manage the development and facilitation of:
 - Orientation sessions, workshops and materials for targeted audiences.
 - Job fairs, employer networking events and mentorship programs.
- Ensure that employment services staff has accurate and current information about immigration and employment policies that may affect the immigration/employment status of new immigrants such as permanent residents, Convention refugees, protected persons, and live-in caregivers.
- Support employment services staff in their efforts to assess the employment needs of newcomers through counselling, advising, and or referring internally or to other services, agencies or programs.
- Develop innovative strategies to support newcomers in their employment search including the use of social enterprise.
- Compile statistical reports and documentation as required by funders and the organization, facilitate or organize planning and evaluation initiatives for the program.
- In conjunction with the Director:
 - Recommend new and/or revise policies or program administrative directives as necessary and ensure all organizational and program policies/procedures are followed by staff.
 - Develop annual work plans and review, monitor, evaluate and enrich programs to ensure high quality service that meets/exceeds contractual obligations and is supported by effective marketing strategies.
 - Draft/assist with funding proposals to enhance services and resources.
 - Ensure that all organizational time lines are met (e.g. funding/grant applications, monthly and quarterly reports, budgetary reviews, performance appraisals).
 - Oversee expansion through client based outreach, including community visits and the development of outreach materials in partnership with the communications department.
 - Establish and maintain positive working relationships with partners, funders and other service providers.
 - Work collaboratively with the Settlement program to ensure program objectives are met and service quality is maintained.

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- Manage the assigned program budget, cash flow, petty cash, and reimbursement and maintain resource and inventory list.
- Conduct, and participate in staff and team meetings, and professional development opportunities as required.
- Perform other duties as assigned from time to time.

Note: Credentials obtained outside of Canada require an evaluation to determine the Canadian educational equivalence. This evaluation must support the educational requirements for the position as a condition of employment.

Qualifications and Skills:

- Post-Secondary education in Employment Counselling, Adult Education, Human Resources and/or a minimum of three years of progressive experience in developing, implementing and managing employment bridging programs is required.
- Strong knowledge of human resources areas specifically in areas of performance management, team leadership and staff coaching and mentoring.
- Thorough knowledge of all facets of job search and career development, workplace practices including an understanding of labour market trends/challenges and community resources.
- Thorough understanding of the barriers facing newcomers and skilled immigrants from diverse educational backgrounds including internationally trained professionals.
- An understanding of community benefits agreements, social enterprises and their possible use in supporting the career goals of the vulnerable population.
- Strong organization, interpersonal, communication, and relationship building skills.
- Possess a high degree of initiative, credibility, and decisiveness and are able to remain results-oriented at all times.
- Demonstrated ability to conduct outreach/marketing of clients and services to employers.
- Ability to prioritize and appropriately identify and respond to urgent situations while meeting competing deadlines
- Experience developing community partnerships and funding proposals
- Outstanding written and verbal communication skills in English with the ability to present information in a positive and diplomatic manner.
- Ability to multi-task in a fast paced environment, diplomatic and tactful conflict resolution and problem solving abilities.
- Must be Proficient in MS Office applications, internet and databases.
- Positive attitude; ability to take responsibility and be accountable; ability to deal with change in the workplace and be innovative; respect for others.
- Ability to work in a culturally diverse environment and a strong understanding of inclusive and equitable service delivery.
- Commitment to continuing self-development and continuous quality improvement.
- Ability to work flexible hours including evenings, weekends and to work from any one of Indus's work-sites.
- Valid Ontario Driver's License and access to a car is required
- A Police Vulnerable Sector Check and ICARE Clearance will be required.

Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to hr@induscs.ca by 12:00pm, February 16th, 2018. Please ensure your application email has the subject heading of 'Manager – Employment Services - (insert your name)'

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization. Indus Community Services is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. No phone calls please.

Posting Date: January 29, 2018