



**Vacancy posting – Competition #2019-01-16 ESM
This position is exempt from union membership**

Position:	Employment Services Manager
Date posted:	January 16, 2019
Closing date:	February 1, 2019
Start date:	April 1, 2019
Hours of work:	Full-time (35 hours per week)
Rate of pay:	ICA offers a competitive salary (benefits after successful completion of probation period)

The Inter-Cultural Association of Greater Victoria (ICA) helps individuals and organizations connect across cultures. We provide information, support and tools to help immigrants reach their goals. By engaging people through networks, education and arts programming, we create a welcoming community. ICA offers services for newcomers, including settlement and integration counseling, translation and interpretation, English classes, mentoring, volunteer matching, and peer support. We also provide outreach and education in the community through arts programming, as well as workshops on anti-racism, multiculturalism, diversity awareness, immigration and human rights.

General purpose

As a member of ICA's management team, provides support, guidance and direction to the employment services team in regard to employment-related components of the settlement and integration services program for immigrants and refugees. Assumes management responsibility for the employment-related components of the settlement and integration services (which may include but not limited to WorkBC, Career Paths for Skilled Immigrants (CPSI) and other related newcomer employment programs and services) at ICA's Immigrant Welcome Centre and outreach offices: employment-related group programs and workshops, mentoring, case management and employment development for multi-barriered clients. Functions as a member of ICA's management team and participates in agency-wide planning processes. Reports to the Director of Operations.

Qualifications (education and training)

Undergraduate degree in a related discipline (education, human resources). Minimum three to five years supervisory and/or management experience. Knowledge of accounting, business administrative, human resources, operations and management practices and processes. Experience with the employment services field, local community and social services networks. Certified Career Development Professional designation preferred. Equivalent combination of education, training and experience may be considered. Proficiency in a major immigrant language and/or immigration experience is an asset. Experience in writing successful funding proposals, developing program logic models and outcomes-based programming.

Three to five years of previous work experience in a similar environment (social services, nonprofit organization) and experience working with persons from a wide variety of cultural and ethnic backgrounds preferred. Experience working with immigrants and/or refugees. Experience in a unionized environment is preferred.

Key duties and responsibilities

- Manage the employment-related components of the settlement and integration services program: employment group programs and workshops, individual and group mentoring, case management, employment development for multi-barriered clients.
- Provide ongoing support and advice to all employment program staff in regard to optimization of employment-related settlement and integration services.
- Supervise employment services team and manage their performance.
- Serve as liaison with other members of the management team and keeps them apprised of developments in the employment-related settlement and integration services areas.
- Participate in the team-based contract management approach in regard to budget monitoring, reporting, cash flow forecasting, and other tasks as required by contract funders.
- Assume leadership in the preparation of funding applications for employment-related components of the settlement and integration services program; Provide input into the budgeting process.
- Contribute as a member of the management team to overall agency-wide settlement and integration program planning and implementation.
- Assume ultimate responsibility for the ongoing implementation and smooth running of client management database systems and their compatibility with IRCC's iCare database in regard to the employment-related components of the settlement and integration services program; Participate in ongoing training on the system and ensures that the employment program staff accurately use the system; Stay up-to-date on systems requirements and communicates problems with the system within the management team to find agency-wide solutions.
- Ensure the smooth integration and complementarity of employment-related components of the settlement and integration services program with the operation of WorkBC and Career Paths for Skilled Immigrants programs.
- Participate in training opportunities to stay current on issues impacting ICA's operations.
- Organize, chair, and/or participate in regular team and organization-wide staff meetings; Follow all ICA policies and administrative procedures.

Job skills and abilities

1. Create and communicate a compelling vision for excellence of employment-related components of settlement and integration service delivery to staff, the board and community.
2. Demonstrate an understanding of employment-related social service programming for immigrants, including the effects of unemployment, career change and employment transitions on persons.
3. Understand the objectives of the Immigrant Welcome Centre-based employment-related components of the settlement and integration services program and provide advice to employment program staff.
4. Demonstrate advanced knowledge of employment-related topics and regulations, such as federal and provincial government programs, policies and procedures including income supports; BC labour laws and employment standards; local wage trends and working conditions; Employment, recruitment and placement industry.
5. Demonstrate leadership qualities to the employment services team and support the development of leaders.
6. Demonstrate knowledge of human resource management techniques.
7. Demonstrate program planning, development and management skills in accordance with different funding programs for employment services.
8. Contribute to future service plans through an analysis of statistics, issues and trends in regard to employment and the labour market, and link these to the responsibilities, capabilities and potential of the organization.
9. As a member of ICA's management team, manage federal and provincial funding for employment-related services.



10. Demonstrate specialized knowledge of the management of employment-related immigrant and refugee newcomer services, including strategies to effectively, ethically and appropriately assist a diverse and multiple-barriered client population; employment counseling techniques, career development theory, and career planning process; case management, accountability principles and confidentiality.
11. Seek out, form and maintain collaborations and partnerships with external stakeholders (employers, mentors, other social service organizations).
12. Apply strong oral and written communication skills that demonstrate attention to detail, knowledge of technical writing principles, and clarity of thought.
13. Demonstrate a high level of computer proficiency and advanced understanding of data collection systems.
14. Practice time and resource management techniques.
15. Demonstrate effective team work in a diverse team setting.
16. Practice effective interpersonal and intercultural communication techniques; Demonstrate conflict resolution techniques.
17. Demonstrate knowledge of terms of employment, organizational policies and procedures.
18. Demonstrate critical thinking and problem-solving techniques.
19. Demonstrate specialized knowledge of the management of immigrant and refugee newcomer services.
20. Demonstrate networking and relationship building.
21. Create and maintain professional boundaries.

Additional information

- Some travel to community locations within Greater Victoria will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, or conferences may also be required.
- Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours.
- ICA compensates overtime hours with time in lieu.
- Valid BC driver's license and access to a car would be an asset.
- As a condition of hire, a current, clear criminal record check, including vulnerable populations check, and proof of WHMIS training is required.

Closing date

Please submit a **cover letter and current resume via email in .pdf format**, noting relevant qualifications, experience and salary expectations to the Inter-Cultural Association of Greater Victoria, 930 Balmoral Road, Victoria, BC, V8T 1A8, Attention: HR Manager, at careers@icavictoria.org by February 1, 2019. **Please quote Competition #2019-01-16 ESM in the subject line.**

Please note: *This position is exempt from union membership and open to applicants of all genders. Only short-listed applicants will be contacted.*