



28 West Pender Street, Vancouver, B.C. V6B 1R6

From: Wendy McCulloch

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Title: Program Director, Immigrant Settlement and Integration Program (ISIP)

Nature: Full-Time (35 hours per week)

Reports to: Director of Operations

Position Summary: The Program Director: provides leadership to the Immigrant Settlement and Integration Program (ISIP); is accountable for the effective service delivery, performance results and evaluation of the client-centred ISIP Regional offices; is responsible for the oversight of the financial management of the Regional office's IRCC Contribution Agreements (CA) and ensuring that the project operates in accordance with the funder's and agency guidelines. The Program Director reviews client data, monitors trends and issues to develop best practices for achieving best possible client outcomes. The Program Director ensures that Settlement staff receive professional development training for effective service delivery; assists in the development of new and innovative best practices in client-centred service delivery to ensure effectiveness and efficiency of overall operation.

Position duties include, but are not limited to, the following:

Accountability

1. Accountable for, at a systems level, a high standard of staff, program outcomes and financial performance of the Immigrant Settlement and Integration Program at the SUCCESS Regional offices under his/her management.

Standards & Performance

2. Develops a high standard of financial management and a key performance reporting system of the Immigrant Settlement and Integration Program, including sound financial practices, and ensures the successful implementation of all the direct reports in the Regional offices.
3. Ensures that a system is in place and implemented for settlement program data collection, financial reporting, client needs analysis, accreditation and program evaluation.
4. Ensures a high standard of service delivery to clients that is consistent with IRCC national priorities and outcomes.
5. Develops and updates operational policies and guidelines for the delivery of client-centered services.
6. Develops client-centered best practices pertaining to settlement service delivery.

Integration and Collaboration

7. Ensures the implementation of client-centered and integrated service delivery by working collaboratively with other Program Directors of non-IRCC funded programs, Finance, Human Resources and Central Administration.

Operations and Staff Management

8. Recruits, selects and conducts performance appraisals of Regional Managers.
9. Prepares and manages ISIP's regional offices' operating budgets together with the Regional Managers.
10. Reviews overall financial data, in relationship to programming activities, to monitor and measure productivity, target progress and activity levels at regional offices.
11. Ensures that required program and financial information from regional offices are provided in a timely and appropriate manner to internal and external stakeholders.
12. Ensures critical financial information is disseminated and utilized between the regional offices and program staff on a timely basis.
13. Establishes long and short term goals, plans, and programs for ISIP ensuring sustainability by identifying program, financial and human resources risk factors and mitigating measures of the risk factors for the regional offices.
14. The Program Director reviews client data, monitors trends and issues to develop best practices for achieving client outcomes.
15. Designs and implements professional development programs based on best practices of service delivery for all settlement staff.
16. Supports the Regional Managers as liaison between S.U.C.C.E.S.S. and IRCC Program Officer, when necessary, regarding IRCC Contribution Agreements.

Leadership and Representation

17. Provides subject expertise and leadership (ie: public speeches, conference presentations and government consultations) on settlement issues, trends, analysis regarding the integration of newcomers for IRCC, S.U.C.C.E.S.S. and the Settlement service sector at provincial and national levels.
18. Liaises and develops working relationships and resources on behalf of S.U.C.C.E.S.S. for enhancing the ISIP with provincial and federal governments, umbrella organizations, provincial/regional professional, business associations and head office of corporations in Canada.
19. Any other duties as assigned by the Director of Operations or CEO.

Education, Training and Experience

1. A Master's degree in social sciences or education or related discipline or equivalent experience.
2. A minimum of 5 years senior management experience, preferably in a not-for-profit environment.
3. Experience with multicultural clientele and immigrant related services.
4. Experience with program and community development.

5. Experience with managing government funded programs.

Job Skills and Abilities

1. Proven financial and program management experience.
2. Demonstrates strong leadership abilities and sound judgment.
3. Ability to work collaboratively and across disciplines for a common goal.
4. Strong communication and writing skills in English; Second language considered an asset.
5. Knowledgeable of intercultural issues.
6. Ability to aggregate and analyze information and data for effective client- centered program planning and delivery.

Other Requirements

1. Participation in meetings, conferences and other events; may involve long work days, and/or evening/weekend work.
2. Required to travel to other Service Centres and/or within and outside BC.
3. Criminal record check required.

Duration: Starts from May 2016 to March 31, 2017

Salary: \$38 - \$39.14/hour

Interested persons please send your resume to dilys.ho@success.bc.ca on or before noon on May 6, 2016.

Only those selected for an interview will be contacted.

*** Resume including cover letter should not be more than 3 pages.**