



S.U.C.C.E.S.S.

Settlement Services Program Manager

Closing date: May 21 2024

URL: <https://successbc.bamboohr.com/careers/552?source=aWQ9Mjg%3D>

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Job Type: Temporary Full-Time	Job Number: 13063
Salary: \$31.19 - \$34.04 per hour	Hours: 35 hours per week
Location: Surrey BC	

Division: Settlement and Family Services

Program: Immigrant Settlement & Integration Program (ISIP)

Number of Positions: 1

Reports To: Regional Manager

Employment Type: Temporary Full-Time (27 May 2024- 31 March 2025)

Job Summary:

The Settlement Services Program Manager is responsible for supporting ISIP and the work of Settlement Practitioners and Program Assistants within their specific geographical area. This position is accountable for service planning, implementing services at the regional and site levels, direct service delivery to clients in the region, as well as developing local active referral networks for clients. As a subject matter specialist on settlement information for the region, the Settlement Services Program Manager also supports the Regional Manager in providing effective settlement service delivery regionally in accordance with Immigration, Refugees, Citizenship Canada (IRCC) contribution agreement and ensuring services delivered to clients lead to positive settlement outcomes.

Key Duties and Responsibilities:

- Develops and implements newcomer settlement service plans with settlement program staff at regional/site levels to ensure effective settlement and service delivery
- Delivers direct settlement services – in-person, by phone, online, or by outreach – in the service streams of Needs & Assets Assessments & Referrals (NAAR), Information & Orientation, Employment Related Services, and Community Connections
- Provides service orientation to new program staff



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- Supports the ongoing monitoring and coaching to all program staff to ensure effective service implementation that leads to quality employment and settlement outcomes for clients
- Remains up-to-date with changes affecting the program (e.g. community and government services, policies and procedures), and disseminates updated information to staff in ensuring that clients are provided with the most up-to-date settlement information
- Builds relationships with local settlement organizations, school districts, and community partners to provide networking and employment opportunities for newcomers
- Organizes and delivers workshops, orientations, support groups, and other program activities within the region in the service streams of Needs & Assets Assessments & Referrals, Information & Orientation, Employment Related Services, and Community Connections for various client groups (e.g., refugee, families, women, youth, skilled workers, etc.) in collaboration with other program staff
- Liaises with community service providers, government, and other organizations in the region to develop local active referral networks for clients
- Resolves disputes or complaints from clients or settlement staff and escalates the issue when necessary
- Develops and implements service plans to respond to emergency community crisis, challenges, and needs that impact clients across the region
- Performs other related duties as assigned by the Regional Manager

Education, Training and Experience:

- Bachelor's Degree in Social or Human Sciences
- Minimum of 2 years' experience in working with immigrants, live-in caregivers and refugees
- Minimum of 2 years' working experience with a diverse clientele and immigrant related services
- Experience in building partnerships with employers, agencies, and other stakeholders
- Experience in conducting workshops and events
- Experience with one-on-one settlement service delivery
- Knowledge of current settlement information and resources for newcomers
- Knowledge of the local geographic area

Job Skills and Abilities:

- Excellent written and oral communication skills
- Excellent interpersonal and intercultural communication skills
- Ability to work independently and as part of a team
- Second language knowledge is an asset
- Excellent program and people coordination skills
- Excellent resource, time management and organizational skills



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- Excellent technical skills in MS Office and web-based applications (e.g. MS Teams and Zoom)
- Excellent attention to detail and commitment to service delivery excellence
- Excellent group facilitation skills
- Ability to work with individuals and communities facing cultural adjustment challenges
- Ability to design, promote, deliver and facilitate orientation and education workshops

Additional information:

- Criminal Record Check required
- Able to work evenings and weekends as required

About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x^wməθk^wəyəm (Musqueam), S^kwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwítlh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

Interested candidates please apply by 11:59pm May 21 2024 at <https://successbc.bamboohr.com/careers/552?source=aWQ9Mjg%3D>