



## Join our award winning team!

Each year hundreds of immigrants choose to make Nanaimo their new home. Central Vancouver Island Multicultural Society (CVIMS) is a registered charity and a non-profit, community-based agency that works with individuals and organizations. Since 1979, we have responded to the needs of the community by developing programs and services to ensure that all those in our diverse community have equitable access to its services and opportunities.

We are currently recruiting for an:

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### DIRECTOR OF CLIENT SERVICES FTE - 37.5 hrs/week

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**Job Summary:** Provides support, guidance and direction in regard to all components of the settlement, employment, language and integration programs for immigrants and refugees. Increases the effectiveness and efficiency of CVIMS functions through improvements to each function, as well as coordination and communication across functions. Serves as a senior member of CVIMS management team and takes lead responsibility in short-term and long-term agency-wide planning processes. Drives initiatives in the management team and organization that contribute to excellence in client service.

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#### KEY DUTIES:

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- Manage the ongoing optimization of all programs and integration services.
- Plan the delivery of the client-centred programs and activities in accordance with the mission and the goals of the organization.
- Contributes as a member of the management team and takes leadership in overall agency-wide program planning and implementation.
- Play a significant role in long-term planning geared towards operational excellence.
- Develop a program evaluation framework to assess the strengths of programs and to identify areas for improvement.
- Participate in training opportunities to stay current on issues impacting CVIMS programming.
- As a senior member of CVIMS management team, manage federal and provincial funding at an organization-wide level.
- Contribute to future service plans through an analysis of statistics, issues and trends (e.g. immigration, multiculturalism, antiracism) and link these to the responsibilities, capabilities and potential of the organization.
- Ensure barriers to acceptance in programs are minimized to eligible immigrant and refugee newcomers; Establish and maintain effective community partnerships.
- Seek out and form collaborations and partnerships at the operational level.

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#### **Proud Recipient**

*2017 Business & Community Achievement Award Not for Profit Organization of the Year*

*2017 BC CDA Career Development Organization of the Year*

*2016 ASPECT Organization of the Year*





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- Foster a trusting and welcoming office environment for immigrant and refugee client services.
  - Research, understand and consider cultural shifts in client base; Research, understand and analyze immigration trends; Translate research, statistics and analysis into convincing arguments for funding proposals; Understand how changes (e.g., policies, program delivery, immigration trends) impact client groups; Plan and implement change management processes.
  - Effectively address challenges in leading a team of employees with fundamental differences in experience and culture, and the ways in which this impacts workplace operations; Delegate responsibilities effectively.
  - Collaborate with senior managers from other social service organizations or organizations/businesses in the private sector (e.g., database design and management companies); Work collegially as part of consortia and partnerships to increase organizational and sectoral capacity and share knowledge, skills and resources.
  - Develop funding proposals for the program to ensure the continuous delivery of services.
  - Ensure staff understand and embrace the vision and contribute to service excellence; in collaboration with other managers commit to continuous improvement.
  - As an ambassador for the organization develop the ability to describe the organization's programs, services and network partners to the community. Develop an understanding of the organization's mission, values, policies and structure and understand the roles and responsibilities of staff within the organization.
  - Other duties as assigned

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**JOB SKILLS AND ABILITIES:**

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1. Demonstrate advanced knowledge of principles of program development, implementation and evaluation; Demonstrate leadership and vision in managing staff groups and major projects or initiatives.
2. Demonstrate advanced knowledge of human resource management techniques.
3. Demonstrate excellent program planning, development and management skills, including team-based program planning, in accordance with different funding programs.
4. Demonstrate specialized knowledge of the management of immigrant and refugee newcomer services.
5. Demonstrate a high level of computer proficiency and advanced understanding of organization-wide data collection systems.
6. Demonstrate leadership and support the development of leaders.
7. Practice effective interpersonal and intercultural communication techniques; Demonstrate conflict resolution techniques.
8. Demonstrate excellent critical thinking and problem solving techniques.

- 9. Understand sources of funding, the role of volunteers and collaboration with network partners; support CVIMS to change and improve its ability to meet or exceed the needs and expectations of diverse groups of immigrants.
- 10. Show persuasiveness with details and facts; challenge and debate issues of importance to the organization; look at situations from several points of view.

**EDUCATION AND TRAINING:**

Undergraduate degree in a related discipline (e.g. immigration and refugee policy, social sciences, business administration or related).

Related training and experience, including human resources management leadership, program development, project management and budgeting procedures.

Eight to 10 years of previous work experience in a senior management role with a social services, nonprofit or for-profit organization and experience working with persons from a wide variety of cultural and ethnic backgrounds.

**ADDITIONAL INFORMATION:**

Some travel to community locations on Vancouver Island 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.

Valid BC driver's license and access to a car would be an asset.

Updated criminal record check, including vulnerable populations check, is required.

**Submit resumes to:**

**Deadline:**

Jennifer Fowler, Executive Director  
Central Vancouver Island Multicultural Society  
101 – 319 Selby Street  
Nanaimo, BC V9R 2R4  
[jfowler@cvims.org](mailto:jfowler@cvims.org)

**Until filled**  
*Only short-listed applicants will be contacted.*  
  
*No phone calls please.*

