

Position Title: Manager of Settlement & Employment Services

Department: Settlement & Employment

Reports to: Executive Director

Contract Dates: April 1st, 2019 - March 31st, 2020 (Contract renewal subject to funding)

Join our Team

The North Shore Multicultural Society (NSMS) has provided services to the North Shore community for over 28 years. We are a mid-sized not for profit organization with 70+ staff and play a leading role to support immigrants to thrive economically and socially on the North Shore. With values of diversity, excellence, and respect, NSMS is not only an effective immigrant services provider but also an exciting and welcoming place to work.

Summary

A key leadership position at NSMS, this position oversees staffing, contract deliverables, budget management, and program planning for all settlement and employment programs. If you are a leader in the non-profit sector and want to accelerate your career growth this is the position for you.

The North Shore Multicultural Society is a mid-sized agency that is known for its innovative services and collaborative working environment. This position will provide you with an opportunity to develop integrated service models in the area of settlement services, family programs, and employment programming. This position is ideal for a candidate who is a true believer in holistic and innovative service delivery as a core best practice and sees their future in non-profit leadership.

Key Responsibilities

- Service review, planning, and implementation
- Implements, monitors, and achieves contract and subcontract obligations for all settlement and employment service contracts and grants which includes finances, programming deliverables, risk management, client outcomes, partner liaison, and reporting requirements
- Develops and implements integrative service flow that meets client needs and optimizes client experience
- Evaluates, monitors, and acts on service trends and needs
- Staff supervision: Employment Lead, Settlement Lead, Community Connections Lead, Program Assistant- Settlement and Employment and Client Intake workers
- Oversight of front desk operations
- Provide direct service to clients as needed.
- Works with the Senior Service Manager to develop and implement best practices in

- client service and contract management.
- Adhere to onsite Health and Safety Procedures
- Other related duties as required

Key Competencies

- **Values.** Behaves consistently with clear personal values that complement NSMS's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of the North Shore Multicultural Society. Engages people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of NSMS. Champions organisational change.
- **Building the Organizational Team.** Recognizes that the leader alone cannot get the job done; coaches staff and volunteers to meet the mission of NSMS. Builds successful relationships with clients, staff, volunteers, and partners.
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives.

Minimum Qualifications

- 4+ years in management with a social service agency, preferably in the settlement and/or family programming and/or employment sector
- Excellent writing and verbal communication skills
- Financial competency including experience developing, reviewing and monitoring budgets

- University degree and/or appropriate combination of training and experience
- Experience leading a team of diverse staff; including hiring, scheduling, training, supervising, managing performance, and implementing change
- Ability in data analysis and evidence-based decision making
- Experience working with individuals from diverse cultural backgrounds

Additional Information

Hours: 35 hours / week

Salary Range: \$32.00 - \$36.00 per hour dependent on experience

Posted until filled.

Please send resume and cover letter to:

Hiring Committee

North Shore Multicultural Society

#207-123 East 15th Street

North Vancouver, B.C. V7L 2P7

Email: hr@nsms.ca

Reference: Manager of Settlement and Employment Services in Subject Line

North Shore Multicultural Society is an Equal Opportunity Employer. Only short-listed applicants will be contacted. No phone calls please.