



Internal / External Employment Opportunity

Catchment Manager, WorkBC Programs, Vancouver North East location

Why you should apply with us:

At [MOSAIC](#), we take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We were recognized in the [2019 List of Best Workplaces™ in Canada \(100-999 employees\)](#) by the Great Place to Work® Institute. With over 40 years of experience, we're one of the largest settlement organizations in Canada engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone's life today!

Join our team!

We are seeking a highly motivated, energetic and proven leader with the ability to implement effective control measures to manage the [Vancouver North East WorkBC Centre!](#)

POSITION:

Catchment Manager

DEPARTMENT:

Employment & Language Services

ABOUT THE POSITION:

As the Catchment Manager, you will help connect clients with opportunities for networking, career exploration, work experience, and job placement. You'll be responsible for planning, coordinating, developing, and promoting employment programs and services that address the needs of the agency and clients, and meet the requirements of the funders and other partners. In conjunction with the Senior Manager, you will ensure that the strategic and contractual goals of the program are achieved.

KEY RESPONSIBILITIES:

- Be a driving force for MOSAIC'S vision, mission, values, strategic plan, and integrated client service delivery approach, program proposals and contracts, and through your role, assist in achieving the goals and contractual outcomes of the department and those of the organization
- Ensure programs and services meet CARF standards
- Direct and manage the WorkBC and new employment initiatives taking into consideration the competitive, economic, social, and political environments
- Supervise programs as assigned, including WorkBC Centre subcontracted staff
- Monitor projects against milestones, report and inform partners and clients of delays or issues; assess problems and make recommendations
- Work on continuous quality improvement to meet contract and agency objectives

- Oversee staff to meet performance standards and financial requirements
- Contribute to the development of a variety of fundraising-related documents including proposals for program renewals and new programs, budgets, and letters of interest
- Maintain working knowledge of local community trends and opportunities
- Manage finances, resources, and develop program budgets
- Set-up and manage funding and expenditure monitoring systems
- Act on audit, evaluation, and other objective financial performance information, make improvements where relevant
- Hire, coach/mentor, and train staff
- Manage employee development and performance, and provide opportunities for growth
- Enhance diversity and inclusion amongst team members
- Develop and manage strategic relationships with funders and community partners
- Provide analytical data and recommendations to the Senior Manager and the Director to track the performance of programs and make improvements

MINIMUM QUALIFICATIONS:

- A post-secondary degree, certificate or diploma in a relevant field (career development, adult education, community studies, employment counselling, business development, human resources management, social work, psychology), or completion of course work in related fields, or a combination of training and 3 or more years of experience in:
 - Managing performance, mentoring and developing team members
 - Project management/coordination
 - Working with individuals with complex barriers and a broad range of cultural backgrounds
 - Knowledgeable of existing programs and services, community resources, and local labour market conditions
 - Experience marketing and recruiting for programs
 - Financial management experience
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- Ability to delegate duties or tasks effectively
- Excellent problem-solving, team building, collaboration and organizational skills
- Experience motivating staff and implementing recognition programs
- Ability to manage a large case load while balancing client services and outcome targets
- Excellent interpersonal and written communication skills
- Ability to work individually and in a team environment
- Presentation/public speaking skills
- Tactful, discrete, diplomatic, patient, flexible and possesses cultural sensitivity and excellent judgement in decision-making
- Excellent working knowledge of program activities, office equipment, MS Office suite and database software including Integrated Case Management (ICM) system

BONUS SKILLS/CERTIFICATIONS:



- Career Development Practitioner certified will be considered an asset
- Previous experience managing WorkBC programs will be considered an asset

HOURS:

Full-time (37.5 hours per week)

STARTING PAY:

Competitive salary commensurate with level of experience and qualifications

We offer a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

HOW TO APPLY:

Please apply via email. In the subject line of your email, please type:

“Your Name – Catchment Manager, Vancouver North East location”

Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:

Hiring Team – Employment Programs

5575 Boundary Road

Vancouver, BC V5R 2P9

Email both the cover letter and resume to: employmentprograms@mosaicbc.org

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted.

DEADLINE TO APPLY:

Ongoing until filled

POSTING DATE:

February 25, 2020



MOSAIC is committed to promoting equal employment opportunities for all members of the community