

NOTICE OF JOB VACANCY (Posted: August 18, 2020 – September 1, 2020)**Job Competition #:** 2020-Settlement-07**Position:** **Manager**
Settlement Program – ISSofBC Tri Cities location
Regular full-time position at 35 hours per week starting as soon as possible

Summary: Is responsible for the achievement of goals and objectives for settlement programs and activities in both offices in the Tri-Cities consistent with ISSofBC policies, procedures, and standards. Provides specialized service support (case management, settlement, or volunteer connections) for the entire Settlement Program.

Reports to: Division Manager – Settlement**Responsibilities:**

- Coordinates program/service delivery to ensure optimal outcomes in accordance with contractual requirements.
- Monitors and reviews service delivery. Solicits client/participant and community feedback on quality of services provided. Makes recommendations to the Division Manager – Settlement for revision and/or restructuring of program delivery and services as required to ensure optimal client outcomes. With approval from the Division Manager – Settlement implements remedial actions to improve client outcomes.
- As an identified knowledge expert in one of the defined settlement streams (case management, settlement, or volunteer connections) is responsible for keeping current on trends and developments and disseminating that information to others.
- Recruits, orientates, trains, supervises, and evaluates staff in designated service area and settlement stream. Creates staffing schedules and resolves staffing issues. Handles day-to-day human resource, payroll, and requests for leaves, seeking input from Division Manager – Settlement, Payroll, and/or Human Resources on more complex issues. Consults with Division Manager – Settlement and/or Director of Human Resources on labour relations matters.
- Provides input into program budget(s). Ensures service and program expenditures and operations are within approved budget parameters. Notifies the Division Manager - Settlement in a timely manner of any emerging issues or variances.
- Prepares cheque requisitions with supporting documents for program and facility expenses. Obtain requisite approval and forward to Finance for payment. Issues, manages and is accountable for petty cash for the designated location.
- Facilitates service delivery area logistics regarding office supplies. Liaises with landlord as required and deals with security alarm issues. Ensures premises are well maintained, that annual fire drills are conducted, and that WorkSafeBC and ISSofBC safety regulations are adhered to.
- Markets ISSofBC programs and services by performing such activities as representing ISSofBC at meetings, inter-agency committees and community forums,
- Performs other related duties as assigned.

Qualifications:

Baccalaureate in Social Services, Business, or related discipline supplemented by a minimum of two (2) years related experience in a supervisory/managerial capacity, **OR** an equivalent combination of education, training, and experience acceptable to the employer.

Skills and Abilities:

- Demonstrated ability to communicate effectively in both written and oral English.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.
- Proven organizational and administrative skills, experience developing and operationalizing programs or projects.
- Knowledge of and experience in developing and managing funded programs.
- Demonstrated management skills in program/service delivery, promotion, and marketing.
- Demonstrated leadership, teamwork, and supervisory skills. Proven ability to lead a diverse multi-disciplinary team of employees in multiple locations.
- Service-oriented with a demonstrated willingness to help the department and the organization achieve desired objectives and targets.
- Proficiency in all aspects of Microsoft Office Suite.
- Possession of and the ability to maintain a clear provincial criminal record check.
- Ability to set and maintain boundaries with clients and manage self-care.
- Ability to carry out the duties of the position.

Applications must include "2020-Settlement-07" in the subject line and can be sent to:
jobs@issbc.org

Closing Date: By 4 pm, Tuesday, September 1, 2020

Salary Range: \$29.79 - \$31.62 per hour (based on training and qualifications)

Applicants must be eligible to work in Canada. We thank all applicants; however, only those shortlisted will be contacted for an interview.