DIVISION MANAGER
LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

At ISSofBC we believe in:
❖ **Passion** Helping immigrants start and build a future in Canada
❖ **Diversity** Acceptance of individuals’ unique needs and aspirations
❖ **Teamwork** When you succeed, we succeed

About the Position

Reporting to the Director, LCCS (Language and Career Services) and consistent with ISSofBC policies and funder’s guidelines, manages the Language Instruction for Newcomers to Canada (LINC) program’s activities in all locations to ensure achievement of goals and objectives.

How You’ll Make a Difference

- Manages the Funder contribution agreement(s) based on a thorough understanding of the scope, intent and activities found in both the proposal(s) and agreement(s).
- Formulates plans and changes aimed at enhancing programs and services, including making recommendation(s) to the reporting Director for revising and restructuring delivery of programs and services.
- Oversees and coordinates service delivery to ensure optimal outcomes in accordance with contractual requirements. Ensures appropriate administrative procedures, records and systems are in place to support program delivery.
- Oversees all LINC service centres in Metro Vancouver and Squamish ensuring effective delivery of client services and that program(s) are meeting or exceeding targets. Conducts site visits on a regular basis to all service locations.
- Develops or provides input into program budget(s). Applies managing, inter-personal and creative problem-solving skills to ensure program and budget objectives are met.
- Plays a major role in preparing content of project proposals, (curriculum development), and project evaluation.
- Oversees the recruitment, training and evaluation of all LINC staff either directly or through intermediary managers and/or Lead Teachers.
- Resolves student issues, problems, and/or extension requests consistent with ISSofBC and LINC program guidelines and policies.
- Ensures the recruitment, screening and registration of students is carried out according to established policies and procedures. Ensures student waitlist procedures are properly implemented, including referrals to and from other schools.
- Ensures Child Care is provided in compliance with licensing requirements.
- Monitors and reviews service delivery to ensure optimal client outcomes.
- Prepares narrative and statistical reports as required.
- Establishes and enhances networks with government agencies, community partners, employers and professional bodies.
- Keeps informed of current trends and developments in the LINC sector to ensure program plans, operation, curriculum and methods remain relevant and current.
- Represents the organization at local or national meetings or conferences as assigned.
- Performs other related duties as assigned.
**What You Bring**

Baccalaureate in Social Sciences, Business, Education or related discipline (Master’s preferred) supplemented by a minimum of five (5) years related experience in a supervisory/managerial capacity, or an equivalent combination of education, training and experience acceptable to the employer.

**What Makes You a Change Maker**

- Demonstrated ability to communicate effectively in both written and oral English at all levels of the organization, and with external stakeholders and the community.
- Demonstrated ability to deal effectively and courteously with students, staff, external stakeholders and the public who may 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 government-funded programs.
- Demonstrated management skills in program/service delivery, promotion and marketing.
- Demonstrated leadership, teamwork and supervisory skills combined with strong time management and organizational skills.
- Proven ability to lead teams of employees in multiple locations.
- Proficiency in all aspects of Microsoft Office Suite.
- Ability to pass and maintain a clear Criminal Record Check.
- Ability to set and maintain boundaries with clients and manage self-care.
- Valid BC Driver’s License and use of a personal vehicle during work hours.
- Physical ability to carry out the duties of the position.

**ISSofBC Value Proposition**

- Competitive salary ($38.90 - $50.83 per hour) reflective on what you bring
- Extended health and dental benefits
- 105 hours of vacation and 35 hours personal leave
- 100% employer matched RRSP contributions
- Hybrid work opportunity
- Collaborative peers with a wide range of backgrounds and talents
- Inclusive culture
- Innovative workplace with opportunity for new approaches

**If you are passionate about making a difference, apply now!**

**Start Date:** February 7, 2022  
**Location:** ISSofBC Welcome Centre - Vancouver  
**Position:** Regular full-time at 35 hours per week  
**Closing Date:** By 4 pm, Wednesday, December 15, 2021  
**Email applications must include “2021-LINC-24” in the subject line and can be sent to:** jobs@issbc.org

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