NOTICE OF JOB VACANCY (Posted: February 25, 2022 – March 11, 2022)

Job Competition #: 2022-Settlement-06

Position: Manager
Settlement Orientation Services – Welcome Centre Vancouver and Surrey locations
Regular full-time position at 35 hours per week starting as soon as possible

Summary:
As a knowledge expert in refugee claim legislation and issues facing refugee claimants, is responsible for the achievement of goals and objectives for S.O.S. and activities in the designated service area consistent with ISSofBC policies, procedures and standards.

Reporting to: Associate Director, Settlement Services

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 Associate Director – Settlement for revision and/or restructuring of program delivery and services as required to ensure optimal client outcomes. With approval from the Associate Director – Settlement implements remedial actions to improve client outcomes.
- As an identified knowledge expert on refugee claimants 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. Creates staffing schedules and resolves staffing issues. Handles day-to-day human resource, payroll and requests for leaves, seeking input from Associate Director – Settlement, Payroll, and/or Human Resources on more complex issues. Consults with Associate Director – 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 Associate Director - 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.
- Performs other related duties as assigned.
Qualifications:
Baccalaureate in Social Services, Law, Education, Counselling 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:
- Detailed knowledge of and practical experience in current refugee claim legislation (included post-claim remedies and detention practises) and community services available for claimants.
- 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.

ISSofBC’s mission and values emphasize inclusivity and recognition of individuals’ unique talents. In recruiting and developing our staff, we see strength in diversity of backgrounds, lived experiences, and identities. We welcome and encourage applicants who bring new perspectives and experiences to our team.

Applications must include “2022-Settlement-06” in the subject line and can be sent to: jobs@issbc.org

Closing Date: By 4 pm, Friday, March 11, 2022

Salary Rate: $29.79 - $38.93 per hour. Education, training, experience, and internal equity will be taken into consideration.

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