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**

Based out of the Surrey Welcome Centre site and consistent with ISSofBC policies and funder’s guidelines, the Manager - RAP has the day-to-day budgetary, administrative, and oversite for services provided to GAR (Government-Assisted Refugees) during their initial 6 weeks in Canada including: reception and temporary accommodation; orientation and support services; assistance in securing permanent housing; and linking to external agencies. The Manager – RAP is responsible for ensuring program outcomes and reporting requirements/deadlines as defined by Immigration, Refugees and Citizenship Canada (IRCC) are met.

**Reports to:** Senior Manager - RAP.

**How You’ll Make a Difference**

**Financial:**
- Manages RAP program budget and provides input into new and revised budgets. Ensures service and program expenditures and operations are within approved budget parameters. Notifies the Senior Manager - RAP in a timely manner of any emerging issues or variances.
- Responsible for oversite and issuance of temporary food cash to clients and acts as a signatory on associated bank account.
- Approves cheque requisitions ensuring expenditures are within agreed upon budget. Issues, manages and is accountable for all cash issued to the program (e.g. food cash, petty cash).

**Human Resources:**
- Recruits, orients, trains, supervises, and evaluates RAP staff. Creates staffing schedules and resolves staffing issues. Handles day-to-day human resource, payroll and requests for leaves, seeking input from Senior Manager - RAP, Payroll, and/or Human Resources on more complex issues. Consults with Senior Manager – RAP, Associate Director - Settlement and/or Director of Human Resources on labour relations matters.

**Program Delivery:**
- Prepares quarterly and annual narrative, statistical, and administrative reports as required by funders and ISSofBC.
- Coordinates program/service delivery to ensure optimal outcomes in accordance with contractual requirements and ISSofBC’s program and reporting guidelines.
- Monitors and reviews service delivery. Solicits client/participant and community feedback on quality of services provided.
- Makes recommendations to the Senior Manager - RAP and Associate Director – Settlement for revision and/or restructuring of program delivery and services as required to ensure optimal client outcomes. Upon obtaining approval...
implements remedial actions to improve client outcomes.

- Ensures designated office and residential spaces are well maintained and that all WorkSafe BC and ISSofBC safety regulations are adhered to.
- Represents the organization/program at meetings, inter-agency committees, and community forums as required.
- Performs other related duties as assigned.

What You Bring

As an experienced manager with Baccalaureate in Social Services, or related discipline; a minimum of three (3) years recent 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.
- Demonstrated ability to deal effectively and courteously with clientele, staff and the public who come from differing cultural and linguistic backgrounds.
- Knowledge of and ability to maintain current in issues facing refugee newcomers.
- 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.

This is a regular full-time position at 35 hours per week starting April 1, 2022. Evening and weekends may be required.

Applications must include “2022-RAP-05” in the subject line and can be sent to: jobs@issbc.org

Closing Date: By 4 pm, Wednesday, February 23, 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.