

**Job Title:** Manager - Settlement and Integration Services

**Status:** Permanent, Full time

**Hours:** 37.5 hours

**Schedule:** Monday - Friday

**Start Date:** ASAP

**Date Posted:** July 28, 2022

**Closing Date:** Open Until Filled

Please note that internal applicants must apply by **August 03, 2022** internal applications received after this date will not be considered as internal and seniority will not apply – position will remain open until filled.

**Opportunity:**

DIVERSEcity Community Resources Society is seeking a Manager, Settlement and Integration Services to join our Direct Services Department.

Reporting to the Senior Manager, Community Development, the Manager, Settlement and Integration Services is responsible for the effective and efficient delivery of DIVERSEcity's IRCC - Settlement and BCSIS contracts. This position plays a crucial role in the organization: delivering high-quality programming, building relationships with residents and community partners, and ensuring program improvement through data-driven evaluation. The Manager is expected to manage the human resources, financial resources, contracts, and risk within portfolio, as well as grow the portfolio through monitoring emerging client and community needs, securing funding, for existing and new programs/ services and develop responsive and innovative programming that centers around JEDI (justice, equity, inclusion and diversity) principles. The manager will also contribute to the agency's strategic platform.

**Key Responsibilities:**

- Leads and support Settlement and Integration Services efficiently and effectively in accordance with best practices, contractual obligations and DIVERSEcity policy and procedures;
- Monitors and ensures program services quality, innovation, participation, utilization and evaluation.
- Ensures program staff are managed from a strength based approach and compliance with Collective Agreement and agency Policies and Procedures
- Prepare budget forecast of assigned programs and monitor programs expenditures, together with the finance department;
- Prepares funding applications and proposals for contract renewals;
- Provides reports to funders, assigned supervisor or Board of Directors, as required;
- Provide supervision and coaching to ensure all staff provide professional, client-centered support which enables culturally agile and excellent services;
- Coaches and supports staff to continuously grow and thrive
- Ensures seamless program delivery by ensuring adequate staffing levels by conducting recruitment, selection and hiring pf new personnel;
- Utilizes an intersectional lens to develop services that are tailored appropriately according to age (e.g. youth, adult, older), culture, socio-economic background, gender, sexual orientation, income, language level, pre-post migration experience, etc. to ensure accessibility to all newcomers.

- Participates collaboratively within internal teams, external committees, advisory groups and relevant networks to be informed and updated on emerging issues, build capacity of programming and to advocate on behalf of newcomers to help address service gaps in the community;
- Actively participates in opportunities (both internal and external) for both knowledge and skill development in settlement services growth and development (e.g. professional development training, coaching, program manager meetings, networking, needs assessment, community growth trends and initiatives);
- Develop annual and long-range program plans to grow the Settlement and Integration Services portfolio;
- Actively develops strategic partnerships with non-traditional sectors and partners;
- Oversees the ongoing engagement and leadership settlement issues within Surrey and North Delta
- Experience working in a unionized environment as asset
- Experience managing IRCC contracts as asset
- Conducts contracts negotiations under the direction of the Senior Manager and Director, Community Development

**Qualified Candidates will possess:**

- University degree in social science or relevant;
- Proven recent program development experience, with knowledge of federal, provincial and other funding sources;
- A minimum of 3-years of experience working in a community based non-profit society or related experience;
- A minimum of 2-years of experience in program management
- Experience in proposal/grant writing
- A minimum of 2-years of experience working with older adult and/or social integration programming;
- A minimum of 1-year of experience in supervising staff, preferably within an unionized setting;
- Experience with budget forecasting and expenditure monitoring;
- Strong English language skills including written, oral and presentation skills. A second language would be considered as asset;
- Strong organizational and time management skills;
- Strong computer literacy skills, in particular, MS Office (Word, Excel, PowerPoint);
- Social media marketing a definite asset;
- Knowledge of immigrant communities and settlement issues;
- Knowledge of Outcomes measurement;
- Knowledge of Surrey, North delta, White Rock and/or Langley communities as asset'
- Ability to manage multiple priorities and timelines, in fast-paced environment;
- Excellent problem solving ability, discretion and judgement;
- Able to work independently and collegially in a team environment;
- Innovative, flexible, and able to manage change and uncertainty;

- BC Driver's License and access to personal vehicle;
- Willing to work some evenings and weekends, as needed.

A Criminal Record Check is a requirement of employment.

**APPLICATION REQUIREMENTS:**

To apply, please upload your resume and cover letter as separate attachments. As part of the application process, you will be prompted to complete a short questionnaire. Please ensure all questions are answered.

**This position is not available for sponsorship, only candidates legally entitled to work in Canada can be considered.**

To view all opportunities at DIVERSEcity visit [www.dcrs.ca/work-with-us/](http://www.dcrs.ca/work-with-us/).

**ADDITIONAL INFORMATION:**

This position is based in our Surrey office and is a blend of remote and in-person services. DIVERSEcity has implemented new safety procedures for in-office and in-person work, to view our safety plan, please visit [www.dcrs.ca/news/diversecity-covid-19-safety-plan/](http://www.dcrs.ca/news/diversecity-covid-19-safety-plan/). Successful candidates will be provided with the training and equipment to safely carry out their duties, ensuring the best protection for our staff and clients.

A comprehensive job description will be provided to all candidates shortlisted for interviews.

DIVERSEcity is committed to employment equity and encourages applications from people of all gender identities and expressions, persons with disabilities, Indigenous peoples and visible minorities. Persons with disabilities who anticipate needing accommodations for any part of the application and hiring process may contact our HR department at ([recruitment@dcrs.ca](mailto:recruitment@dcrs.ca)). Any personal information provided will be maintained in confidence.

**About DIVERSEcity**

DIVERSEcity Community Resources Society is a registered charity devoted to helping newcomers. For 40 years we have focused on providing specialized services newcomers to find employment, learn English, find housing, deal with family challenges, work through mental health issues and access medical care. DIVERSEcity is a client-centred organization committed to quality and accountability. We value growth, respect, integrity and compassion. To learn more about DIVERSEcity visit us at <https://www.dcrs.ca/>.

**We thank all applicants for their interest in this opportunity; however, only those selected for an interview will be contacted.**