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**Position Title:** Employment Services Manager  
**Department:** Employment  
**Reports to:** Director of Services

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## SUMMARY

A leadership position within the organization, this position is responsible for service operations, staff supervision, contract deliverables, budget management, and program planning of employment programs. Conducts service coordination and provides oversight to ensure services are responsive to clients' needs and experiences, and provides direct services, as required

## Key Responsibilities

- Provide general oversight of the day-to-day operations of the Impact North Shore Employment Centre and supports the development and implementation of exemplary client services
- Staff supervision of Youth Employment, Employment Services Specialists, Case Managers, Job Developer, Front Desk Administrator, Facilitator/ Resource Centre Advisor
- Coordinate service delivery and ensure all contractual obligations and deliverables are achieved for the programs
- Work directly with clients, as required, to provide backup support and conducts relevant workshops when needed
- Collaborate with staff across all service areas (Settlement, Employment, Settlement Workers in Schools & Language services) to ensure adequate client flow, referrals, and service excellence
- Conduct financial and narrative reporting, as required
- Create marketing plan and materials and promote Impact North Shore employment services in the community and as required to increase service awareness
- Develop solid external relationships with employers, regulators, professional associations, community organizations, post-secondary institutes, non-profit agencies, and employment services agencies
- Ensure all systems, procedures, and best practices are developed and in place to deliver program services
- Develop and assist with the delivery of implementation strategies for

- the program delivery models
- Work with staff to ensure that client and project records are maintained and stored according to prescribed guidelines as established by Partners, Funders, and Impact North Shore
  - Develops and maintains positive relationships and communications with the WorkBC primary contract holder (YWCA)
  - Implements, monitors, and achieves contract and subcontract obligations for all employment service contracts and grants, which includes finances, programming deliverables, risk management, client outcomes, and reporting requirements
  - Adhere to on-site Health and Safety Procedures
  - Attends and takes an active role in departmental and all-staff meetings
  - Supports and gives guidance to staff on service data entry, review, and assessment in accordance with agency and contract requirements
  - Reviews, assesses, and makes recommendations to improve data quality to meet funder and contract requirements continually
  - Ensures all service output and client satisfaction surveys are compiled and assessed
  - Ensures service activities are scheduled and all operational requirements are met; for example; service partner MOUs are signed
  - Plans and monitors service planning to identify and create service responses to emerging trends and needs; and leads the team to utilize best practice responses as appropriate
  - Works with the Director of Services to develop and implement best practices in client service and contract management
  - Performs other related duties as requested by the Director of Services

### Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and

demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies

- **Engagement.** Shows passion for the job and the mission of Impact North Shore
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards
- **Strategic Thinking.** Has a vision for the future, builds plans, and makes decisions to get there. Aligns program policy and delivery with the strategic directions of Impact North Shore. Champions organizational change
- **Building the Organizational Team.** Coaches staff to meet the mission of Impact North Shore. Builds successful relationships with clients, staff, volunteers, and partners
- **Results Focused.** Action-oriented. Maximizes organizational effectiveness and sustainability. Aligns people, work, and systems to meet organizational objectives

### Minimum Qualifications

- 4+ years in management with a social service agency, preferably in the settlement and/or family programming and/or employment sector
- Knowledge of WorkBC policies and ICM is an asset
- 3+ years experience leading a team of diverse staff; including hiring, scheduling, training, supervising, managing performance, and implementing change
- Excellent writing and verbal communication skills
- Financial competency including experience developing, reviewing and monitoring budgets
- Able to identify barriers to services to promote equity and inclusion for a diverse client population
- Ability in data analysis and evidence-based decision making
- Experience working with individuals from diverse cultural backgrounds

We strongly encourage applications from IBPOC, LGBTQ2S+ people, im/migrants, and other marginalized communities.

### Additional Information

- **Hours:** 35 hours per week (work outside of regular hours will be required on as needed basis)
- **Salary Range:** \$38.00 – \$42.00 per hour, dependent on experience
- **Work Environment:** This is a hybrid position that requires regular weekly in-office attendance, with some flexibility for remote work.

### Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to [hr@impactnorthshore.ca](mailto:hr@impactnorthshore.ca) using "Employment Services Manager" – in the subject line.

Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications Impact North Shore receives, only short-listed applicants will be contacted.