

## Job posting, Internal and External

**Job title:** Program Director  
**Status:** Full-Time  
**Start Date:** As soon as possible  
**Reports to:** Executive Director

**Posting Date:** May 21, 2021  
**Reference Number:** CLNU-2021-02  
**Deadline to apply:** June 11, 2021

CultureLink is a settlement and community organization with 30 years' experience in developing and delivering services to meet the needs of diverse communities. Passionate about providing innovative services, we adapt to changes and create new programs that best respond to and address our clients' specific needs.

Our team of more than 70 staff members, speaking more than 30 languages, is dedicated, knowledgeable, and multicultural. We serve between 10,000 and 12,000 participants on average each year.

Our services connect cultures to build welcoming communities. We assist newcomers looking for employment, help families navigate the school system, and provide youth with the skills necessary for bright and successful futures. We support refugees and bring together new and established Canadians.

### Job Summary:

The Program Director of the Settlement and Community Services Programs is a critical role on CultureLink's Executive Leadership Team, which is also comprised of the Executive Director, Finance Director and Director of Human Resources and Administration. This role reports directly to the Executive Director and leads and supervises the program managers for Settlement and Community Services.

The successful candidate will have significant experience in the settlement sector and with our core funders, an intuitive grasp of emerging needs among our clients, a commitment to innovation, and strong organizational skills. A primary goal for the first year of the contract will be to improve communication channels, training processes, and administrative procedures among program managers, in order to advance the agency's strategic goals related to quality service provision, accountability and equity.

Program delivery and supervision is currently primarily remote and the Program Director must be proficient with technology and online tools. The Program Director can work at CultureLink's main office or remotely, at their primary residence in circumstance such as those we are experiencing through the current pandemic. Occasional ability to safely go to our office locations is also essential.

### Duties

Working closely with the Executive Director, the Program Director will be responsible for:

#### Programs Leadership

- Execute the strategy for the Settlement and Community Service programs for newcomers and marginalized community members.
- Oversee the implementation of Settlement and Community Services programs, including project and resource planning and priorities.
- Develop strategic, measurable goals for community outreach and engagement for program managers.
- Work with the Executive Director to identify programs that can be sponsored and/or funded through grants and successfully lead completing grants and proposals.
- Represent the organization to all parties (community, stakeholders, funders, staff, etc.) alongside the Executive Director and Finance Manager.
- Participate in policy development by preparing reports and briefs for management and Board committees.
- Seek out funding and support for new program initiatives which advance the agency's mission and strategic plan.
- Function as backup spokesperson to the Executive Director on all program-related matters.

### **Programs Operations**

- Lead the team of program managers, including providing the strategic vision, setting objectives, managing day to day performance, conducting annual performance reviews, etc.
- Foster a work environment which upholds CultureLink's values of respect for all (the Board, volunteers and staff), providing high quality community programs, and continually striving to embrace best practices in programming.
- Provide direction to program managers to ensure outreach goals are met.
- Assess the overall structure and individual capabilities of the team, providing a vision on opportunities for departmental improvements or skills development.
- Provide coaching and direction on training & development opportunities for direct reports, supporting their growth and learning within the organization.
- Where necessary, lead the hiring process and onboarding of new employees.
- Establish administrative procedures to meet objectives set by Board of Directors or senior management.
- Oversee effective documentation and distribution, i.e. strategy, timing, cost, of community information.
- As required, prepare and compile periodic program results-based reports for donors, ensuring that appropriate records are maintained to provide a sound basis of program activities and results.

### **Relationships Management**

- Represent CultureLink to community stakeholders, in collaboration with the Executive Leadership Team.
- Build strong relationships with the Board of Director members through the direction of the Executive Director.
- Manage timely and accurate delivery to funders and clients.
- Develop strategic ideas and initiatives for successful outreach.

### **Financial Management & Revenue Growth**

- Plan the annual budget for the Settlement and Community Services programs, equipment and support services, working in conjunction with the Director of Finance.
- Maintain the programs within the set budget throughout the year, ensuring fiscal responsibility on the part of the program managers.
- Drive the expansion of program offerings through proposal and grant writing, and through donor/funder cultivation and stewardship.

### **Qualifications**

- Graduate degree in a relevant field (non-profit, social work or other related fields) or a combination of equivalent experience and education.
- 15+ years of community, non-profit work experience.
- 10+ years of people management experience, including 5 years supervising other managers and managing large teams overseeing multiple programs.
- 5+ years of grant writing experience (private, provincial/territorial and federal, municipal and foundation grant writing).
- Proven ability in program evaluation, as well as staff training, development and performance management.
- Proven ability for results-based project management (project management certificate would be considered an asset).
- Excellent writing and interpersonal skills.
- Proven experience and/or training (i.e. Diversity & Inclusion) for working with employees and clients from diverse backgrounds.
- Highly motivated, with a record of consistently delivering strong performance against program target metrics and indicators (KPIs).
- Ability to naturally liaise and collaborate with varying and diverse parties such as partners, agencies, funders, clients, the Board, executive team and program managers.
- Extensive experience working and managing in a unionized environment, including labour negotiations and dealing with issues and grievances when they arise.
- Strong conflict resolution skills.
- Ability and comfort to work independently and as a part of a team.
- Organized, detail-oriented and efficient, with strong time management and prioritization skills.
- Ability to interact tactfully, respectfully and non-judgmentally (with fairness and consistency) with everyone (colleague, clients, the public).
- Proven change management experience.

## To Apply

Please submit your cover letter and resume to our recruitment partner, the Business Sherpa Group, at [careers@businessherpagroup.com](mailto:careers@businessherpagroup.com).

**CultureLink works within an anti-oppression framework and is committed to equity. We value diversity and inclusion, and strongly encourage applications from racialized people, people with disabilities, and people from gender and sexually diverse communities. Upon request, CultureLink will provide accommodations for people with disabilities throughout the selection process.**

**We thank all candidates for their interest and advise that only those selected for an interview will be contacted.**

**This is not a bargaining unit position.**