

## Job posting

**Job title:** Director Programs and Services  
**Status:** Full-Time  
**Start Date:** January 03, 2022  
**Reports to:** Chief Executive Officer  
**Posting Date:** Nov 09, 2021  
**Application Deadline:** Nov 26, 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 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.

### Position Summary:

The Director of Programs and Services is a member of the Senior Management team, who fulfills CultureLink's mission and implementation of the strategic plan, develops responses to emerging trends and issues in the community and provides leadership to the organization. Reporting to the CEO, this role oversees all aspects of Culturelink's programs and services and directly supervises a team of program managers and works closely with the staff team.

An outstanding coach and supervisor, the ideal candidate passionately inspires, supports and develops teams; nurtures a positive and vibrant workplace culture where proactive communication, conflict resolution, collaboration, teamwork and accountability are expected, and role modeled; provides ongoing and consistent supervision to support program managers, is excited about working with their teams to continually build on the quality and reach of our work and explore new, innovate ways of serving the community. The candidate has a collaborative, team-oriented and flexible working style, and love motivating and supporting people to grow individually and as a team.

### Key Responsibilities

- Lead the development and growth of impactful, responsive programs and services, supporting all aspects of settlement and integration of newcomers to Canada and develop customized services for specific groups such as youth, women, children, seniors, persons with disabilities and families in under-served neighbourhoods
- Proactively meets funder requirements, including the timely completion of contracted activities and deliverables, and the timely submission of funding reports.
- Stay up to date on changing policies, demographics, and community needs to ensure programs and services address gaps, challenges and opportunities
- Enhance service delivery models, building on latest research and promising practices that are strengths-based and people-centred
- Lead ongoing development of blended (in-person and online) models to ensure access to a complementary range of program and service options
- Oversight of program planning, evaluation, reporting, budgeting for programs and services for newcomers to Canada, children, women, youth, seniors and families
- Secure funding for expansion/enhancement of programming, development and delivery of innovative service models
- Supervise program managers, providing coaching and support through 1-on-one supervision, professional growth plans and coaching, regular team meetings and performance evaluation
- Support and contribute to anti-oppression, equity and inclusion work with team and across CultureLink
- Lead implementation and maintenance of data collection and program evaluation systems and processes; ensure managers and staff are trained accordingly, required data and evaluations are collected, secured and analyzed appropriately, and systems are monitored and updated regularly

- Develop budgets (with Director of Finance), and work with team to manage their respective program budgets
- Build and maintain relationships with key partners, ensure CultureLink is strongly represented at key networks and coalitions
- Develop and maintain strong relationships with funders; ensure timely and accurate reporting, responses to requests, preparation for audits, etc.
- Work with senior management team to develop/modify relevant program policies, procedures and processes; oversee policy implementation
- Develop and monitor yearly program and strategic implementation plans and ensure implementation of risk management actions as required

### Key Competencies and Skills

- Passion for the work CultureLink does, and an ability to use that passion to motivate others
- Critical thinking and ability to recognize and act on broader organizational priorities
- Curiosity for learning and using innovative approaches to respond to community needs
- Able to remain current on emerging trends and concerns in communities, opportunities for partnership, and new practices
- Orientation to professional development, embracing change, encouraging growth
- Able to communicate clearly and effectively, and convey ideas to different stakeholder groups, constructively deliver and receive critical feedback
- Skilled in collecting solid evaluative data and research, and using data to better meet community needs and communicate impact
- Anti-oppression knowledge and orientation; able to contribute meaningfully to organizational initiatives; model anti-oppressive behavior and ensure adherence to anti-oppression policies
- Self-awareness, self-development, accountability; can communicate and model this to others
- Coaching for professional development, leadership and team building

### Qualifications and Experience

- Post secondary degree in social work, social sciences or related field
- A minimum of 5 years' management experience in the non-profit sector
- Demonstrated experience in the immigrant and refugee serving sector including a strong understanding of immigration laws, policies and programs, and issues facing newcomers
- Strong leadership experience with management-level teams using an approach that fosters individual and team strengths and development
- Demonstrated leadership in developing impactful, high quality programs and services
- Knowledge and experience implementing data and evaluation systems, leading others to ensure solid data and evidence are collected and analyzed
- Experience using online tools and platforms to enhance and complement in-person service
- Experience developing and managing program budgets, identifying funding needs and opportunities
- Proven skills in developing and writing successful funding proposals and producing funder reports
- Strategic and effective partnership building skills
- Experience building and maintaining positive relationships with funders at different levels of government, and with foundations and private sector
- Demonstrated experience managing services and supervising staff in a unionized environment will be an asset.

### To Apply

Please submit your cover letter and resume to [jobspd@culturelink.ca](mailto:jobspd@culturelink.ca)

**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.**