

**Job title:** Manager, Special Projects  
**Status:** Full-Time 35 hours per week,  
Contract ending March 31, 2023 with possibility of extension  
**Start:** As soon as possible  
**Reports to:** Director, Programs and Services

**Posting Date:** December 16, 2021  
**Reference Number:** CLNU-2021-13  
**Deadline to apply:** January 7, 2022 - 5 pm  
Applications will be screened as we receive them.

CultureLink is a settlement and community services 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 newcomer participants on an average each year.

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

**CultureLink works within an anti-oppression framework and is committed to equity.**

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

#### **Job Summary:**

The Manager is responsible for spearheading and leading innovative special projects and successful implementation of specialized programs and services, and is committed to achieving time based outcomes through effective planning, mentoring, guiding and supporting the teams. Also responsible for leading and monitoring performance and implementing an effective feedback system-to meet and exceed the agency's strategic goals related to quality service provision, accountability and equity. Proven experience in specialized programs and/or training (i.e. Diversity & Inclusion) for working with employees and clients from diverse backgrounds as well as strong conflict resolution skills are critical for the role's success.

The Manager's immediate focus is leading the launch of 2 new programs, managing all aspects of the 2 new projects internally as well as with service delivery partners, and coordinating staff training and development activities. On-site presence in office will be required.

#### **Duties**

Working closely with the Program Director, and the Management team. the Manager Special Projects will be responsible for:

##### **Programs Leadership**

- Lead all aspects of projects assigned including hiring and training, development and implementation of project work plan, evaluation framework, reporting and financial management and ongoing management
- Design, administer and evaluate services so as to meet/exceed the agreed deliverables, drawing on thorough knowledge, understanding and experience working with newcomer settlement services, arts based programming and anti-racism initiatives
- Sustain in-depth familiarity with current developments in laws and policies regarding immigration, settlement and resettlement, diversity equity and inclusion
- Design, collect, and analyze data to assess community needs, to support program development efforts
- Identify opportunities for program enhancement and contribute to the development of funding proposals

##### **Programs Operations**

- Ensure the smooth operation of projects in off site locations with partners and other stakeholders, lead project team, collaborate with partners to achieve project deliverables
- Foster a work environment which upholds CultureLink's values of respect for all, providing high quality community programs, and continually learning to provide best practice programs

- Lead and facilitate in the hiring process and onboarding of new employees
- Set performance parameters, monitor individual achievements, support and mentor team members and conduct performance appraisals
- Mentor, support and develop the team members through coaching and direction on training & development opportunities
- Identify and coordinate agency wide professional development and training activities
- Manage physical resources and maintain accountability
- Ensure appropriate tracking of program activity, implement a quality assurance framework and maintain data integrity
- Prepare and compile program reports as required

#### **Relationships Management**

- Represent CultureLink to program stakeholders and partners, in collaboration with Senior Leadership
- Maintain excellent relationships with community partners, funders and other stakeholders
- Implement strategic ideas and initiatives for ongoing enhancement and expansion of services

#### **Financial Management**

- Effectively administer the financial budget and maintain best practices in expense management
- Working with the Program and Finance Directors, contribute to the annual budgeting process for the Special programs and projects, equipment and support services

#### **Qualifications**

- Graduate degree, preferably in Social Work, Psychology, Education, or Management or a combination of equivalent experience in relevant area and education
- A minimum of 5 years of experience in program management preferably in similar work settings.
- Demonstrated skills working with multiple projects within tight timelines
- Sensitivity and understanding of diversity, inclusion and equity practices
- Experience working with projects involving narrative writing, drama, storytelling in multicultural settings using multi media
- Experience in a unionized environment is an asset
- Excellent written and verbal communication skills and utilizing
- Satisfactory Vulnerable Sector Screening within the past six months
- Fluency in languages other than English is an asset
- Legally entitled to work in Canada

Effective January 10, 2022 all newly hired employees will be required to provide proof they have completed an approved course of vaccination against COVID-19 at least 14 days prior to commencing employment or provide documentation to support an exemption based on grounds covered by the Ontario Human Rights Act (i.e. Medical exemption).

#### **How to apply**

Please submit your cover letter and resume with reference number in the subject line to [jobspd@culturelink.ca](mailto:jobspd@culturelink.ca)

**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.**