

Job Posting

Job title: Manager – Special Projects
Hours: 35 hours per week
Start/end date: ASAP to December 20, 2024 with possibility of extension
Reports to: Senior Manager, Programs and Services
Posting Date: February 22 2024
Reference Number: CLNU-2024-04
Deadline to apply: Open until filled

CultureLink is a Not for Profit Charity settlement and community organization with 35 years of 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 around 10,000 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 Manager is responsible for spearheading and leading 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. Integrating Indigenous programming is a crucial step towards fostering understanding and building meaningful connections between newcomers and Indigenous communities. However, it's essential to approach this endeavor with care and respect for the unique perspectives and experiences of Indigenous peoples. To deliver decolonized Indigenous programming effectively, it is imperative that the systems and spaces involved undergo a thorough decolonial process themselves. Proven experience in specialized programs and/or training (i.e. Diversity & Inclusion, anti-racism and anti-oppression models.) for working with employees and clients from diverse backgrounds as well as strong conflict resolution skills are critical for the role's success.

On-site presence in office will be required.

Duties

The Manager will be leading and delivering all aspects of "ON Indigenous Land Project" and other CultureLink special projects as assigned:

Programs Leadership

- Lead all aspects of projects assigned including hiring and training, development and implementation of project work plans, evaluation framework, reporting and financial management and ongoing management
- Experience in community organizing, building working relationships with Indigenous group and other organizations, and familiar with anti-racism and anti-oppression models.
- 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 revenue generation and lead the development of funding proposals with support from Senior Management.

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
- Liaise with external facilitators and subject matter experts to build service agreements based on project deliverables and continuous monitoring to ensure deliverables are met as agreed upon
- 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
- Program Development and Implementation

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
- Outreach to stakeholders who can provide insight for program development

Financial Management

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

Other Duties

- Any other duties as assigned by Senior Management

Required Competencies

- Physical demands: sitting at a desk and using a computer for 80% of the workday
- Non-physical demands: deadlines; variety of tasks
- Social/Emotional demands: teamwork; relationship/network-building
- Cognitive/mental demands: attention to detail; multitasking; organizational ability/time management, adaptability, sound judgement
- Ensuring Organizational Capacity

Skills/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
- Must be authorized to work in Canada
- Well versed in Indigenous history and anti-oppression models

How to Apply

Please submit your cover letter and resume to jobspd@culturelink.ca, quoting the reference number (CLNU-2024-04).

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.

This position will be posted until it is filled. We will be reviewing applications as they are submitted. We thank all candidates for their interest and advise that only those selected for an interview will be contacted.