

Job posting

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| Job title: | Manager, Programs and Services – Settlement and Welcome Program |
| Hours: | 35 hours per week |
| Start / End Date: | As soon as possible |
| Posting Date: | April 18, 2024 |
| Reference Number: | CLNU-2024-05 |
| Deadline to apply: | Open until filled |

CultureLink Settlement and Community Services (CultureLink) is a Not-for-Profit Charity settlement and community organization with 35 years experience in developing and delivering services in various locations 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.

CultureLink has a team of over 70 staff members, speaking more than 30 languages, and is funded by various levels of Government, United Way Greater Toronto, various foundations, corporations and charitable giving.

Job Summary

The Manager, Programs and Services, oversees programs which primarily serve newcomers and reports to the Senior Manager. In this role, the Manager, Programs and Services, will be responsible for the successful direction of programs and for achieving committed targets and outcomes. Core responsibilities include, but are not limited to: building and strengthening relationships with partners, funders and other stakeholders; managing staff to ensure program deliverables are met; effective mentoring, guidance, support and monitoring a staff team; working in collaboration and supporting CultureLink's various programs including: settlement, employment, mentoring, youth, seniors and mental health services; implementing an effective feedback system to meet and exceed the agency's strategic goals related to quality service provision, accountability and equity. Proven experience and/or training (i.e. Diversity & Inclusion) in working with employees and clients from diverse backgrounds as well as strong conflict resolution skills are critical for the role's success.

Duties

Working closely with the management team and rest of the CultureLink staff, the Manager will:

Leadership

- Manage all aspects of program delivery
- Design, plan, administer and evaluate services so as to meet/exceed the agreed deliverables
- Coach, supervise, guide and develop staff for optimal performance including monitoring staff accountability on time management, client service outcomes, target attainment, and over-all program health; Stay up-to-date with current developments in laws and policies in the social service sector and community development
- Identify and develop program enhancements, expansions and new programming opportunities
- Stay abreast with opportunities and regularly develop new proposals and renewal submissions to contribute to agency growth and diversification aligned with CultureLink's strategic plan

Programs Operations

- Produce regular well-researched, data-based reports to assist the management in ensuring that programs are well established to meet, and/or exceed, the expectations of the funders and other stakeholders
- Comply with various mandates of funder(s), submit reports within stipulated deadlines
- Manage tracking and submission of program reports to Funder, Board of Directors, and CEO
- Oversee programs at service locations and lead a team of front-line employees to achieve the program deliverables required under the funding agreement(s) with Federal, Provincial, Municipal and other funders.
- 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
- Set performance parameters, monitor individual achievements, support and mentor team members and conduct regular performance appraisals
- Mentor, support and develop the team members through coaching and direction on training & development opportunities
- Lead, facilitate and perform administrative and HR tasks relating to program, staff and organizational needs
- Manage physical resources, program inventories and facilities

Relationship Management

- Promote CultureLink Programs and Services to various partners and develop collaborative services for newcomers and other clients
- Establish viable connections with new organizations, employers, mentors and agencies in the GTA
- Represent CultureLink to program stakeholders and partners, as directed
- Builds and maintain relationships community partners, potential donors and funders and other stakeholders
- Implement strategic ideas and initiatives for successful outreach, program expansion and enhancement

Financial Management

- Work closely with Senior Management for budget development and funding approvals
- Effectively administer and monitor program budgets and maintain best practices in expense management

Other Duties

- Any other duties as assigned by Senior Management

Required Competencies

- Physical Demands: sitting at a desk for computer work (50% of the workday) and meetings; lifting (files, laptop and program supplies up to 5kg); working in an open office
- Non-physical demands: travel between worksites; institutions/community partners, monthly deadlines, variety of tasks; some evening and weekend work required
- Social/emotional demands: teamwork; relationships/network-building; exposure to emotional situations; working closely with the public, clients and staff
- Cognitive/mental demands: attention to detail; self-supervision/autonomy; multitasking; organizational ability/time management, adaptability, sound judgement, effective written communication

Qualifications

- Bachelor's degree, preferably in Social Work, Psychology, Education, or Management or a combination of equivalent experience in a relevant area and education
- A minimum of 5 years of experience in program delivery/management in non-profit or a related sector;
- Experience working in/delivering programs in any of the following fields: mentoring, employment, community partnerships, schools
- Experience in delivering government funded programs; Federal (IRCC) funded programs specifically is an asset
- Demonstrated experience in building and maintaining relationships with multiple stakeholders
- Experience supervising in a unionized environment is preferred
- Demonstrated ability in written/ verbal communication in English is required
- Fluency in French and/or other languages is an asset, as is lived experience in/with newcomer communities
- Off site visits within the City of Toronto may be required
- Satisfactory Vulnerable Sector Screening in the past six months
- Must be authorized to work in Canada

To apply

Please submit your cover letter and resume to the Executive Assistant at jobspd@culturelink.ca, quoting the reference number (CLNU-2024-05)

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. We will be reviewing applications as they are submitted.