

## Job Posting

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| <b>Job title:</b>         | <b>Manager, Settlement Workers in Schools (SWIS)</b> |
| <b>Hours:</b>             | <b>35 hours per week</b>                             |
| <b>Start / End Date:</b>  | <b>As soon as possible</b>                           |
| <b>Posting Date:</b>      | <b>April 18, 2024</b>                                |
| <b>Reference Number:</b>  | <b>CLNU-2024-06</b>                                  |
| <b>Deadline to apply:</b> | <b>Open until filled</b>                             |

CultureLink Settlement and Community Services (CultureLink) is a Not-for-Profit Charity settlement and community organization with 35 years of 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 Settlement Workers in Schools program provides needs assessment and referral services to students and their families in Toronto District School Board (TDSB), Toronto Catholic District School Board (TCDSB) schools and Reception Centres. Follow-up services are provided to ensure successful client referrals are achieved. Clients receive a tailored, incremental settlement action plan to advance newcomer settlement goals. For complex client needs, extended support is offered. Group activities include Newcomer Orientation Week in multiple schools. The Manager leads a team of front-line employees to deliver the program at different school sites in Toronto West. During summer, an innovative Summer Settlement Program is offered to ensure settlement services continue during the summer months when schools are closed.

The Manager is responsible for successful direction and implementation of the program and for achieving committed output and outcomes. Core responsibilities include, but are not limited to: building and strengthening relationships with schools, school boards, partners, funders and other stakeholders; effective mentoring, guidance, support and monitoring for the team; 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) 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 as well as visits to off-site work locations within the City of Toronto, is required.

### Duties

Working closely with the management team and rest of CultureLink staff, the Manager, SWIS Program will be responsible for:

#### Leadership

- Manage all aspects of program delivery
- Design, plan, administer and evaluate services so as to meet/exceed the agreed deliverables

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- 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 of opportunities and regularly develop new proposals and renewal submissions to contribute to agency growth and diversification aligned with CultureLink's strategic plan

### **Programs Operations**

- Oversee SWIS program at off-site locations and lead the staff team to achieve the program deliverables required under the funding agreement(s)
- 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, facilitate and perform administrative and HR related tasks relating the program, staff and organizational needs
- 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
- Manage physical resources, program inventories and facilities
- 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 times
- Manage tracking and submission of program reports to Funder, Board of Directors, and CEO

### **Relationships Management**

- Represent CultureLink to program stakeholders and partners, as directed
- Build and maintain relationships with the staff responsible for partnerships and ESL programs at TDSB and TCDSB, and principals and administrative staff at schools
- Build and maintain relationships with 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 relevant area and education
- A minimum of 5 years of experience in program delivery/program management settlement sector; experience with the Settlement Workers in Schools (SWIS) program specifically is an asset
- Demonstrated experience in building and maintaining relationships with multiple stakeholders
- A minimum of 3 years of experience directly supervising a team
- Experience supervising staff in a unionized environment is preferred and an asset
- 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
- Satisfactory Vulnerable Sector Screening in the past six months.
- Must be authorized to work in Canada

### How to Apply

Please submit your cover letter and resume to the Executive Assistant at [jobspd@culturelink.ca](mailto: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.**