

INTERNAL AND EXTERNAL JOB POSTING

Supervisor, Employment Services

ISANS is seeking a Full-time **Supervisor, Employment Services** to provide day-to-day supervision of Employment and Bridging (E&B) Team employees and activities of the programs and services within the team, specifically supervising employees in the following programs and services: Head Employment Specialist, Employment Specialists, Job Search Resource Centre staff, Facilitating Access to Skilled Talent (FAST) program staff, Employment Services Coordinator, SkillsMatch staff, and Program Assistant. Reporting to the Manager, Employment & Bridging, this position is responsible for:

Duties and responsibilities:

- Ensure all employment services staff are providing employment-related services in a timely manner
- Oversee the distribution of clients amongst employment specialists to ensure clients are distributed according to workload, eligibility, location, and background. Ensure this information is reported in client-related files
- Ensure the smooth running of programs including the recruitment of new clients for the FAST, SkillsMatch, Job Search Resource Centre and other programs
- Ensure accurate and timely data entry by staff using databases such as NewOrg, LaMPSS, and iCARE. Report data entry issues in a timely manner
- Monitor, mentor and provide support to team members on minor client/staff issues, elevating to Manager as appropriate
- Coordinate bi-weekly team meetings as appropriate
- Coordinate service delivery back-up during staff illness/absence
- Work collaboratively with other E&B supervisors
- Keep Manager informed of major employment services delivery issues that need to be addressed
- Support Manager in implementing changes to employment services delivery and implementation of new strategies, programs, and procedures
- Provide support to the Manager with reporting
- Manage time-off requests (ADP/OT)
- Sign timesheets and expenses up to approval limits
- Participate in hiring of new staff and organize and deliver new-hire orientation, mentoring and support
- Coordinate training sessions and monitor attendance at sessions
- Ensure all employment services staff are informed about labour market information and new International Qualification Recognitions issues
- Fill in for Manager when absent in regard to program and staff issues
- Liaise with other team supervisors across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches

The ideal candidates for this position will have the following:

Education:

- Bachelors Degree or
- Equivalent combination of education and experience will be accepted

Experience:

- 2 years' experience supervising others
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects
- Experience delivering presentations
- Experience with computer programs and database: data input, queries, generating developing

/reports, spreadsheets, presentation documents

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Proficient with MS Office applications
- Additional languages an asset

ISANS Core Competencies

Cultural Competency; Equity, Diversity & Inclusion

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

Terms of Employment:

- Fixed term contract to March 31,2023, renewable pending funding confirmation
- Full-time 35 hours per week
- During the COVID-19 pandemic, your work location may be at ISANS' office or at home. Work location will be determined by operational requirements, public health recommendations, and government requirements.

Commencement Date: ASAP

Closing Date: Friday May 27, 2022 – 4 p.m.

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

We wish to thank all applicants for their interest and effort in applying for this position. However, only candidates selected for interviews will be contacted.