

## INTERNAL & EXTERNAL JOB POSTING

### Director, Programs

ISANS is seeking a full-time **Director, Programs**. The Director, Programs (Language and Labour Market) is one of two Directors of Programs who reports directly to the Chief Client Services Officer (CCSO) and is a member of the operational executive team of ISANS. The Director is responsible for the implementation, management, supervision and evaluation of all programs and services delivered by the Language Services, Employment & Bridging, and Business & Workforce Integration teams. The Director is responsible for supporting the vision and mission of ISANS and the implementation of ISANS strategic plan.

Reporting to the CCSO, this position will be responsible for:

### GENERAL RESPONSIBILITIES

#### Strategic/Leadership Accountabilities

- Participate on the Operational Executive Management Team (OET) and contribute to annual business planning, strategic planning and corporate initiatives;
- Work in a way that demonstrates the ability to link vision and short and long-term goals to daily work;
- Participate in the identification and implementation of policies, systems and procedures and standards in order to achieve ISANS' vision and goals;
- Lead in the development and maintenance of a culture that enhances the Team's ability to attract and retain quality employees and achieve operational success;
- Think critically and systematically about external trends and their impact and influence on the Team's staff, processes and services;
- Prioritize work in clear alignment with ISANS' business goals and make decisions in the context of the organization and its environment;
- Work in close partnership with the Director, Programs (Settlement and Integration) to ensure alignment between all program areas; and
- Support the CCSO and Senior Executive Team (SET) in a variety of community and government relations initiatives.

#### Functional Accountabilities

##### Program Accountability

- Responsible for the implementation, management, supervision and evaluation of programs and services related to Language and Labour Market strategies and services;
- Collaborate on the development and implementation of a long-term service delivery strategy and new initiatives to support the strategic direction of the organization;
- Oversee the planning, implementation, execution and evaluation of new initiatives and special projects;
- Communicate with clients and other stakeholders to gain community support for the programs and to solicit input to improve the programs;
- Collaborate on implementing and strengthening a program evaluation framework to assess the strengths of the programs and services to identify areas for improvement;
- Develop and implement long-term goals and objectives to achieve the successful outcome of the programs and services;
- Provide coaching and supervision to program managers;
- Keep the CCSO updated on the status of programs, services and special projects, including service delivery issues that need to be addressed; and
- Implement or oversee service delivery changes and implementation of new strategies, programs, and procedures.

#### Financial Management

- Research and identify opportunities for potential funding for new and existing programs;
- Work with the CCSO and CFO to oversee the financial management of program and budgets;

- Develop funding proposals to ensure the continuous delivery of services;
- Oversee the preparation and submission of program funding proposals;
- Provide the Senior Executive Team with ongoing status reports regarding funding proposals;
- Participate in the development of an annual budget and operating plan to support the programs and services;
- Negotiate, in collaboration with other senior staff, program and service contracts and amendments; and
- Work with appropriate staff to develop and monitor program budgets.

**The ideal candidate for this position will have the following:**

**Management/Functional Competencies Required**

- Strategic Orientation
- Relationship Management
- Client Orientation
- Decisiveness
- Adaptability and Flexibility
- Development of People
- Effective Communication
- Self-Awareness & Impact
- Initiative
- Diversity & Cultural Inclusiveness
- Teamwork and Collaboration

**Qualifications**

- Relevant post-secondary degree with a minimum of five (5) years' management experience
- Demonstrated project management experience and skills
- Demonstrated strong problem solving and decision making skills
- Experience in writing grant and funding proposals
- Proven experience leading diverse teams
- Experience working with a variety of diverse stakeholders and partners
- Exceptional communication skills (oral and written), including public speaking
- Proven ability to motivate and inspire others in fulfilling the team's goals and objectives
- Experience in working in the not-for-profit or settlement sector is considered 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.

**Closing Date:** Sunday August 28, 2022 - 4 pm

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line. Employee referrals are encouraged.

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.**