

## INTERNAL & EXTERNAL JOB POSTING

### Manager, Special Projects

ISANS is seeking a full-time Manager, Special Projects who proactively identifies issues and opportunities and works to address them with creative solutions. The Manager supports and facilitates ISANS' strategic advancement by supporting Directors in developing, advancing, and completing projects that fall under their areas of direct responsibility. As such, the position works closely with all Directors on a per-project basis as applicable. As part of the ISANS leadership team, the Manager, Special Projects contributes to the overall strategic direction of the organization and implementation of its strategic plan.

Reporting to the Chief Client Services Officer (CCSO), this position will be responsible for:

#### **Providing Support for Development of Strategies, Processes, and Initiatives:**

- Coordinate, manage, and engage with development of strategic goals and initiatives across the organization
- Identify, develop, implement and evaluate service, program and operational support processes
- Coordinate across ISANS teams to manage and evaluate organizational/operational projects, initiatives and processes
- Develop presentations and engagement sessions related to strategic and operational projects, processes and/or initiatives
- Conduct research, data collection and/or synthesis of data for business intelligence purposes
- Ensure ISANS' data management process is compliant with security and privacy policy and regulations
- Research operational, service and program delivery best practices, policies and processes
- Keep up-to-date with industry theory and practice, policies, ISANS' Strategic Plan, etc. as it relates to the work of the organization
- Actively engage as a member of the ISANS Leadership Team, including strategic planning and implementation of organizational strategic and operational initiatives
- Provide leadership both inside and outside the organization with regard to strategic goals and initiatives
- Build and support internal and external collaborations, strategic partnerships and represent ISANS at events to further the strategic objectives of the organization

#### **Proposal Development:**

- Lead and/or facilitate assessment of new funding or proposal opportunities
- Coordinate multi-team proposal and report processes, including coordination of content development, quality assurance and quality control, and consolidation and review for final director approval
- Coach and mentor leadership members in relation to proposal writing as required

#### **Program Reporting and Outcomes Tracking:**

- Develop, implement and manage reporting expectations, tools, processes, and procedures
- Implement program logic model and evaluation tools and processes
- Conduct ongoing monitoring of outcomes and support the evaluation of programs and services related to multi-team contracts
- Provide information and guidance as required for internal/external reports and proposals
- Work with Communications and managers to adapt/create visuals or summaries for presentations, reports and external use
- Coach and mentor leadership team members on report writing and outcome tracking as required

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

**Education**

- Bachelors Degree and/or professional qualification applicable to the position (e.g. Business, Adult Education, Computer Science, Project Management, or in another related field).
- Project management training or certification preferred

**Experience**

- 5+ years of progressive experience in full-cycle project management
- Experience in a multi-service, client focused environment, ideally in the non-profit sector
- Minimum 3 years in the settlement sector, including writing funder proposals and reports

**An equivalent combination of education and experience may be accepted.**

**Knowledge and Skills**

- Working knowledge of immigration and settlement issues
- Understanding of the not-for-profit sector and service delivery organizations
- Working knowledge of equity, diversity, inclusion, anti-racism, anti-oppression, trauma-informed practices, empowerment approach, and adult-education principles
- Skilled in building and maintaining partnerships and collaborations internally and with community partners
- Strong skills in evaluation and/or results/impact reporting with inclusive and holistic programs, projects and initiatives
- Exceptional organizational and time management skills
- Excellent written and verbal English communication skills, including facilitation and presentation abilities
- Strong ability to work independently and as part of a diverse team for continuous improvement
- Sound professional judgment and problem-solving skills in complex situations
- Strong interpersonal skills and ability to adapt leadership style accordingly
- Proficient with MS Office applications

**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 31st, 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:** Wednesday October 12, 2022- 4:00pm

**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.

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 role.

**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.**