

**INTERNAL & EXTERNAL JOB POSTING**

**Supervisor, Community Integration Services**

ISANS is seeking a full-time **Supervisor, Community Integration Services** to provide day-to-day supervision and leadership to the community programs staff of the Community Integration Services Team. Reporting to the the Manager, Community Integration Services, this position will be responsible for:

**Duties & Responsibilities:**

**Programming:**

- Ensure programs are meeting deliverables
- Ensure that safety protocols are in place for both clients and staff
- Ensure all staff are providing services in a timely manner
- Support staff with challenges, processes, new activities/partners
- Monitor, mentor and support team members with client/staff issues, elevating to manager as appropriate
- Provide support to staff and manager with reports, proposals, etc.
- Coordinate bi-weekly meetings as appropriate
- Keep manager informed of service delivery issues that need to be addressed
- Ensure accurate and timely data entry by staff using NewOrg, LAMPSS, and iCARE. Report data entry issues in a timely manner
- Support manager in implementing changes and new strategies, programs, and procedures

**Staffing:**

- Mentor, support and supervise staff; provide coaching and performance management support to staff
- Conduct performance evaluations, check-ins, etc with staff
- Sign expenses/timesheets
- Manage time off requests (ADP/OT)
- Participate in hiring of new staff including selection and interviews
- Organize and deliver new hire orientation, mentoring and support
- Train staff on and ensure staff follow policies and procedures
- Ensure training manuals are developed, kept up-to-date and implemented
- Coordinate professional development sessions for staff and monitor attendance at sessions
- Provide assistance and support to the manager, and fill in for Manager when absent in regards to program and staff issues
- Liaising with other team leads across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches
- Attend Leadership meetings
- Be responsible for On-Call phone as needed
- Respond to requests from Directors and CEO as needed
- Take the lead on special projects as needed
- Represent ISANS as needed at external events; Represent CIS team internally as needed

**General responsibilities:**

- Provide information as required for internal/external reports, proposals, grants etc.
- Record all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Attend regular staff meetings and team meetings
- Attend training and development opportunities as appropriate
- Attend and provide support at ISANS events
- Conduct presentations internally and externally as required
- Review and adhere to ISANS workplace health and safety policies and procedures
- Perform other duties as required

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

**Education:**

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

**Experience:**

- Experience in community programming/development
- 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 in de-escalation of conflicts
- Experience working with marginalized groups an asset
- Experience with trauma-informed and empowerment approaches an asset
- 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:**

- Excellent interpersonal skills
- Excellent organizational and multitasking abilities
- An analytical mind with problem-solving 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:**

- Indefinite-term contract
- 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:** Monday June 5, 2023– 4 p.m.

**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 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.**