

INTERNAL & EXTERNAL JOB POSTING

Manager, Language Services

ISANS is seeking a full-time **Manager, Language Services** who will play an integral role in promoting ISANS and leading the development, implementation, management and evaluation of all programs and services within the Language Services team including LINC, specialized language programs, strategic language initiatives and projects. The Manager plays a lead role as a member of the management team in developing the overall strategic direction of the organization and implementation of the strategic plan. The role oversees the affairs of language services team through supervisors and team leads which include managing staff engagement, development, and performance.

Reporting to the Director of Programs, Language & Labour Market, this position will be responsible for:

Duties and Responsibilities:

- Responsible for the development, implementation, and management of all program and service activities related to the team
- Responsible for setting goals and ongoing monitoring of outcomes and evaluation of all programs and services within the team and redirect as necessary
- Identify, develop, and implement new programs for the team including funding to support new initiatives
- Ensure that there are both long- and short-term plans and budgets in place for the team's programs and activities with the support of the Director
- Monitor team budgets that support the team's delivery of programs and services
- Develop, review, and ensure the timely completion of formal proposals, reports and compliance with other provisions required under relevant contribution agreements and Memorandum of Understandings
- Establish procedures and processes to meet the objectives of the team programs and services
- Ensure the effective management of human and financial resources by setting and evaluating staff performance targets, promoting diversity and a healthy workplace, demonstrating leadership competencies, respecting all organizational policies and practices, promoting teamwork, maintaining internal communication, and adhering to all financial/budgeting guidelines and policies
- Hire, provide ongoing orientation, coaching and mentoring, performance feedback, discipline, professional development, and training of staff within the team.
- Provide leadership both inside and outside the organization with regard to the team's programs and services including representing the organization at various forums, conferences, working groups, and events.
- Support ISANS' goals and initiatives by sitting on (or chairing) various internal and external committees, e.g. Reconciliation Working Group, Occupational Health and Safety, Evaluation Advisory Working Group, PBLA working group, etc
- Build partnerships and support ongoing collaborations with associations, communities, and other service providers to further the objectives of the organization and the team
- Monitor, evaluate and provide recommendations re: human resource needs
- Conduct ongoing monitoring of outcomes and evaluation of all programs and services within the team and redirect as necessary
- Identify and coordinate professional development opportunities for staff according to budget and policies
- Keep up-to-date with theory, best practices, national LINC and language initiatives/policies, as it relates to the work ISANS does and of the team
- Serve as a trusted advisor to the senior leadership team as it relates to the matters within Language Services team
- Other duties as requested by Director of Programs and Senior Leadership team

General responsibilities:

- Provide information as required for internal/external reports and proposals
- Review and adhere to ISANS workplace policies and procedures
- Record all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participate fully in regular leadership team meetings, staff meetings, team meetings, training, and development and ISANS events
- Perform other duties as required

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

- Inspires and empowers others
- Displays integrity
- Respectful of others
- Supports diversity and inclusion
- Willing to learn and share knowledge
- Independent and collaborative
- Takes initiative and an innovative thinker
- Demonstrates sound, analytical decision-making
- Ability to think strategically and tactically
- Effective and transparent at problem solving and conflict resolution

Qualifications:

- Undergraduate and/or Master's degree with a concentration in Adult Education, English as an Additional Language, or related fields.
- Minimum of 3 years' management experience
- Experience developing, implementing, and evaluating community-based programs or projects
- Experience writing reports and proposals
- Knowledge of budgeting (developing, forecasting and comparisons)
- Experience working with funders (federal and provincial government, or foundations and corporations, etc)
- Knowledge of safety and risk assessments and serving vulnerable populations
- Ability to build and maintain partnerships and collaborations with settlement and community partners
- Demonstrated commitment to empowerment and/or trauma-informed practices
- Exceptional communication (written and oral) skills
- Excellent team facilitation skills that enable a positive team environment
- Experience supporting staff through change, promoting team cohesion, building trust, gathering input, and supporting staff in a wide variety of programs
- Proven ability to work in a fast-paced and high-volume environment and to manage multiple projects
- Demonstrated commitment to diversity and inclusion
- Commitment to working with shared leadership

Education:

- Bachelor's Degree Social Work or
- Equivalent combination of education and experience will be accepted

Experience:

- 2 years' experience in a similar position
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Experience developing, implementing and evaluating programs or projects
- Experience with networking and outreach
- Experience in group facilitation

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

- Indefinite-term contract
- Full-time, 35 hours per week
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance

Commencement Date: ASAP

Closing Date: Tuesday May 7 ,2024- 4.00pm

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. To help us achieve our diversity goals, 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.**