

## INTERNAL & EXTERNAL JOB POSTING

### Supervisor, Language Services

ISANS is seeking a full-time **Supervisor, Language Services** to provide day to day supervision of Language Services employees and activities of the programs and services within the teams. Reporting to the Manager, Language Services, this position will be responsible for:

- Supporting the effective and efficient administration of team programs, services, and activities by providing supervisory leadership to the team
- Day to day supervising, monitoring, mentoring, and supporting of team members on issues that arise; elevating to manager as appropriate
- Arranging and supervising substitute EAL instructors
- Providing support for language assessments, report cards, completion criteria
- Assisting in developing schedules and timelines for programs
- Assisting with the development and implementation of programs, policies and procedures
- Overseeing the daily activities of Language Services programming in consultation with the manager
- Liaising with P&C around staff contracts and onboarding of new staff
- Signing expenses/timesheets for team members
- Providing assistance and support to the manager with reporting on a regular basis
- Conducting observations and check-ins of team members
- Representing ISANS Language Services internally and externally as required
- Developing a thorough understanding of the programs and services of Language Services
- Recording client interactions and escalating as required

### The ideal candidate for this positions will have the following:

#### Education:

- Bachelors Degree or equivalent combination of education and experience will be accepted
- Adult Education/training certificate/diploma an asset
- TESL Canada recognized TESL qualification

#### Experience:

- Experience supervising staff
- Experience working in a cross-cultural environment
- Experience developing, implementing and evaluating programs or projects
- Experience delivering presentations
- Experience with computer programs and databases; data input, queries, generating/developing reports, spreadsheets, presentation documents

#### Knowledge:

- Understanding and knowledge of adult education principles
- Understanding and knowledge of CLB and Essential Skills an asset
- Understanding of task-based and outcomes-based teaching
- Understanding of online development and teaching
- Knowledge of EAL curriculum design and development

#### Skills:

- Excellent interpersonal 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

**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 (some evening work required)
- Hybrid work environment: work location will be determined by operational requirements, prioritizing ISANS mission and clients to determine the right balance of in-person and virtual work.

**Commencement Date:** ASAP

**Closing Date:** Friday August 2, 2024, 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.

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.**