

## INTERNAL AND EXTERNAL JOB POSTING

### Manager, Program Evaluation & Research

ISANS is seeking a full-time **Manager, Program Evaluation & Research**. ISANS is committed to the continuous improvement of our programs and services through ongoing evaluation of performance. This role is responsible for the development of a comprehensive framework and annual plan designed to evaluate the on-going performance of programs delivered to ISANS clients and to ensure the highest levels of quality in service delivery.

Supporting the leadership team, this role will lead the organization to build internal capacity in program and service evaluation, data analysis, quality assurance through knowledge exchange, strategic partnerships, training and reporting.

Participation in settlement sector led research has been vital to building ISANS' evidence-based approach to program design and service delivery. This role will develop a plan that guides the organization on future research opportunities, key research partnerships and will manage the organizations participation and resource requirements, including oversight of ISANS participation in sector conferences and events.

Reporting to the Chief Executive Officer (CEO), this position is responsible for:

#### **Duties and Responsibilities:**

##### **Program Evaluation and Performance**

**Develop a comprehensive and consistent program and service delivery evaluation framework, including centres of practice that measure ISANS performance against program KPIs and Outcome measures:**

- Oversee and implement all components of ISANS' program and services evaluation plan.
  - Design and implement an annual plan to evaluate program and service delivery at ISANS
  - Establish, validate and ensure compliance with appropriate ethical standards and best practices
  - Design appropriate data collection tools
  - Oversee participant recruitment and screening process, as well as data collection and analysis
  - Work with Program Managers to determine baseline and monitor improvement benchmarks to ensure accountability for the continuous improvement of programs and quality of service delivery at ISANS
  - Develop program specific action plans to address gaps and opportunities identified for continuous improvement throughout the evaluation cycle
  - Support funder evaluation and outcomes reporting requirements for all programs and service delivery
  
- Undertake a review of current processes, guidelines and organization culture related to program and services evaluation.
  - Assess ISANS readiness to adopt an evaluation framework
  - Make recommendations on how to mobilize adoption of an evaluation framework across all ISANS's program and service areas
  - Lead an internal working group on evaluation models and best practices; and
  - develop ways to capture and share institutional knowledge held by ISANS' colleagues and external partners
  - Develop an employee training program that builds ISANS competency in program evaluation and performance
  - Develop guidelines to ensure our evaluation framework, practices and tools align with funder requirements and priorities, and settlement sector best practices

#### **Research plan development and implementation:**

Internal

- Develop a plan that sets objectives for ISANS' to engage in research by:
  - identifying research criteria and projects to undertake that align with ISANS corporate, program and service delivery goals
  - Monitor progress and outcomes of internal and external research projects
  - Build research awareness and training for ISANS employees on how to utilize research in their work; and
  - Develop in-house research resources and competencies
  - Oversee resource capacity requirements ensuring that research objectives can be achieved without compromising program and service delivery and staff engagement

#### External

- Build external community research relationships locally, regionally, and nationally by:
  - develop and maintain connections with relevant partners in other settlement agencies, academia and government
  - Support senior leadership and/or represent ISANS and sector at national and provincial tables on immigration and settlement related research.
  - Identify relevant tables such as health, housing, employment etc where ISANS should participate if aligned to ISANS priorities
  - monitor research in the sector and develop strategies for knowledge mobilization within ISANS and the settlement sector
  - promote a community-based research approach in the settlement sector
  - Build organization knowledge and awareness of sector trends and evolving government policy to enable ISANS to respond effectively as a sector leader through evidence-based research

#### **Management Responsibilities:**

- Design, develop, implement and evaluate processes, policies and procedures related to evaluation and research.
- Actively engage as a member of the ISANS Management Team and support the Senior Leadership Team in development of a strategic plan that includes evaluation and performance
- Lead centres of practice that advance ISANS excellence in evaluation and research.

#### **Other responsibilities:**

- Provide information as required for internal/external reports and proposals
- Review and adhere to ISANS workplace policies and procedures
- Participate fully in regular staff meetings, team meetings, training and development, and ISANS events
- Performing other duties as required

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

##### **Education:**

- University degree (post-graduate degree preferred)
- An equivalent combination of education and experience will be considered.

##### **Experience:**

- Minimum 5 years progressive experience in the not for profit and/or settlement sector, including externally facing leadership roles.
- Working in a cross-cultural environment and with diverse partners in other sectors.
- Leading change and mobilizing adoption of cross organization initiatives.
- Developing, implementing and evaluating programs and strategic initiatives
- Working on small to large scale research projects
- Independently assimilating and composing high quality written materials for use in a variety of formats, including, information bulletins, best practice toolkits, reports, online communication tools, webcasts and in-person presentations

##### **Knowledge:**

- Experience with sector specific and broader industry evaluation and performance models
- Knowledge and experience with community-based research approach.
- Theoretical approaches to immigration and migration, including multiculturalism, diversity, social inclusion

and social sustainability

- Discourses related to immigration, settlement, and service delivery within management, policy and legal contexts
- In-depth knowledge of Canadian immigration laws and policies, as well as trends in immigration in NS, Canada and internationally

**Skills:**

- Strong written and verbal English communication skills, including writing for multiple audiences, facilitation and presentation abilities
- Network building and knowledge mobilization
- Strategic thinking and innovation
- Anticipatory, proactive client service approach
- Ability to work well independently and as part of a diverse team for continuous improvement
- Demonstrated project management skills through the full life-cycle of a project
- Effective with interpersonal abilities, including conflict transformation
- Analytical problem-solving abilities and professional judgment
- Additional languages an asset
- Proven excellence in relationship and partner building skills

**Leadership Competencies:**

- Lives values of accountability, collaboration, innovation, respect, diversity and inclusion
- Inspires others
- Willing to learn and share knowledge
- Independent and collaborative
- Demonstrates sound, analytical decision-making
- Thinks strategically and tactically
- Innovative

**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 contracts
- 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 of in-person and virtual work.

**Commencement Date:** ASAP

**Closing Date:** Thursday, October 3, 2024- 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.

**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.**