

INTERNAL AND EXTERNAL JOB POSTING

Supervisor, Business & Workforce Integration (BWI)

ISANS is seeking a full-time **Supervisor, Business & Workforce Integration (BWI)** to provide day-to-day supervision of Business and Workforce Integration Team employees, activities of the programs, and services within the team (including three mobile employer support staff location across the province). Reporting to the Manager, Business & Workforce Integration, this position is responsible for:

- Day-to-day supervision of BWI team members
- Ensuring delivery of BWI program services in a timely manner
- Ensuring the smooth running of programs, especially for new pilots
- Conducting observations of programs
- Monitoring, mentoring and providing support to team members on client/staff issues, elevating to Manager and Director when appropriate
- Coordinating service delivery scheduling during expected and unexpected employee absence
- Coordinating and/or facilitating team meetings
- Keeping team manager informed of major BWI service delivery issues that need to be addressed
- Supporting Manager in implementing business and or workforce integration service delivery changes and implementation of new strategies, programs, and procedures
- Writing funder reports and/or proposals in conjunction with the Manager
- Managing time-off requests and overtime accrual usage proactively in ADP
- Signing expense/timesheets in the absences of the Manager with approval of the Director
- Participating in hiring of new BWI team members
- Organizing and delivering new-hire orientation, mentoring and support
- Supporting check-in conversations as agreed with Manager
- Coordinating training sessions and monitoring attendance at sessions
- Liaising with supervisors/team leads across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches
- Initiating and coordinating cross-team collaboration and training
- Ensuring all BWI staff are keeping informed on labour market trends and policy changes
- Filling in for Manager when absent in regards to programs and staff issues, elevating to Director as required
- Ensure all BWI staff are informed of changes to ISANS or Government policies

General responsibilities:

- Providing information as required for internal/external reports, proposals, grants etc.
- Reviewing and adhering to ISANS workplace health and safety policies. Safety is everyone's responsibility
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Overseeing and or providing training on NewOrg (ISANS internal database) for all new BWI staff
- Attending regular Staff Meetings, Team meetings, training and development, and ISANS events
- Flexibility – ability to work some evenings and weekends as required
- Performing other duties as required

The ideal candidate for this position will have the following:

Education:

- Bachelors Degree, preferably in business or similar field
- Equivalent combination of education and experience will be accepted

Experience:

- Minimum 2 years' experience in a supervisory role
- Developing, implementing and evaluating programs or projects
- Mentoring, coaching, developing, and managing the performance of results-oriented teams
- Delivering presentations and facilitating groups
- Writing high quality proposals and reports for funders
- Delivering direct service to immigrants preferred
- Working in a cross-cultural, diverse environment

Knowledge:

- Knowledge of business and/or employer support service programs

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Strong time management and organization skills
- Strong networking and relationship-building skills
- Excellent technological ability in MS Suite as well as other computer programs and databases: data input, queries, generating developing reports, spreadsheets, presentation documents
- 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 of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Thursday, September 19, 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. 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.**