

INTERNAL AND EXTERNAL JOB POSTING

Supervisor, Employment Services

ISANS is seeking a full-time **Supervisor, Employment Services** to provide day to day supervision of the services and employees within the team, specifically activities of employment specialists; job search resource facilitator, program assistants, and Head, Employment Specialist guiding them in their work with clients to help them find meaningful employment. Reporting to the Manager, Employment & Bridging, this position is responsible for:

Duties & Responsibilities:

- Provide guidance, mentorship, and support to a team of employment specialists, helping them manage client caseloads effectively.
- Oversee the distribution of clients amongst employment specialists to ensure clients are distributed according to workload, eligibility, location, and background. Ensure this information is reported in client-related files
- Ensure clients receive appropriate, individualized support and follow-ups, reviewing complex cases to guide counselors in addressing challenging situations.
- Monitor, mentor and provide support to team members on minor client/staff issues, elevating to Manager as appropriate
- Ensure staff onboarding, training, evaluate team members' performance, provide constructive feedback, and set professional development goals.
- Ensure accurate and timely data entry by staff using databases such as NewOrg, LaMPSS, and iCARE. Report data entry issues in a timely manner
- Coordinate bi-weekly team meetings as appropriate
- Coordinate service delivery back-up during staff illness/absence
- Work collaboratively with other E&B supervisors and provide backup for each other as needed
- Keep Manager informed of major employment services delivery issues that need to be addressed
- Support Manager in implementing changes to employment services delivery and implementation of new strategies, programs, and procedures
- Manage time-off requests (ADP/OT)
- Sign timesheets and expenses up to approval limits
- Participate in hiring of new staff and organize and deliver new-hire orientation, mentoring and support
- Collect and analyze data on program success rates, client satisfaction, and other metrics, making adjustments as needed.
- Coordinate training sessions and monitor attendance at sessions
- Ensure all employment services staff are informed about labour market information and new International Qualification Recognitions issues
- Liaise with other team supervisors across ISANS to ensure ongoing collaboration to existing resources/supports/programs and provide consistent approaches

General responsibilities:

- Providing information as required for internal/external reports and proposals
- Reviewing and adhering to ISANS workplace policies and procedures
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participating 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:

- Bachelor's Degree in Adult Education, Social Services, Psychology, Human Resources and/or master's

degree any related fields.

- Certification in Employment Counselling or career development will be considered an asset.
- Equivalent combination of education and experience will be accepted

Experience:

- Experience in employment or career counseling, including working directly with clients in job search, resume building, interview prep, and career development.
- 2 years or more 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 with reporting: data input, queries, generating developing /reports, spreadsheets, presentation documents

Knowledge:

- Knowledge of local activities, programs and community organizations that serve the immigrant population
- Knowledge of local labor market trends, employer needs, and available employment and social services for immigrants in the communities
- Ability to establish rapport and effectively communicate with team members, clients, and external stakeholders.

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 of in-person and virtual work.

Commencement Date: ASAP

Closing Date: Monday, November 11, 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.**