

INTERNAL AND EXTERNAL JOB POSTING

Supervisor, Business & Workforce Integration (BWI)

ISANS is seeking a full-time **Supervisor, Business & Workforce Integration (BWI)** to provide daily supervision of Business and Workforce Integration Team members, overseeing the activities and services of the programs within the team. Reporting to the Manager, Business & Workforce Integration, this position is responsible for:

Duties and Responsibilities:

- Supervise and manage the performance of BWI team members, including addressing client/staff issues and escalating major concerns to the Manager
- Oversee the timely delivery of BWI programs and services and ensure program quality through observations and evaluations
- Foster cross-team collaboration, training, and consistent approaches across ISANS resources and programs
- Handle administrative tasks such as approving timesheets, reviewing travel expenses, and managing time-off requests for the team
- Write funder reports and proposals in conjunction with the Manager
- Participate in hiring, onboarding, mentoring, and training new staff on databases, processes, and procedures
- Organize team meetings, training sessions, and check-in conversations; monitor attendance and participation
- Manage and deliver key events, including the Employer Forum and Immigrant Entrepreneurship Awards, and support other events as needed
- Create and deliver presentations on ISANS and BWI programs, in-person or online
- Keep the team informed of business trends, labour market changes, and policy updates
- Attend events or meetings with staff, partners, and community organizations across the province
- Assist the Manager in implementing new strategies, service delivery changes, programs and procedures
- Act as Manager in their absence when required, escalating matters to the Director as needed

General responsibilities:

- Provide information as required for internal/external reports, proposals, grants etc.
- Review and adhere to ISANS workplace health and safety policies; safety is everyone's responsibility
- Record all relevant employer and client information on databases in a consistent and timely manner as appropriate to the position
- Participate fully in regular staff meetings, team meetings, training and development and ISANS events
- Must be available to work evenings (attending onsite/offsite events) and weekends as needed
- Ability to travel across the province
- Perform other duties as required

The ideal candidate for this position will have the following:

Education:

- Bachelor's degree in business administration, Human Resources, Business Development and/or master's degree in any related fields
- Equivalent combination of education and experience will be accepted

Experience:

- Experience in business program development or management, including working directly with clients, employers and community partners.
- Minimum 2 years' experience in a similar position
- Developing, implementing, and evaluating programs or projects
- Mentoring, coaching, developing, and managing the performance of results-oriented teams

- Writing high quality proposals and reports for funders
- Experience working in a cross-cultural environment; experience delivering direct service to immigrants preferred
- Delivering presentations face to face and/or online
- Experience in group facilitation

Knowledge:

- Knowledge of business and/or employer support programs and services
- Knowledge of local labour market and business trends, employer/immigrant entrepreneur needs, and available business resources for immigrants in the communities
- Ability to establish rapport and effectively engage team members, community partners, employers, and other 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
- 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: Friday, January 24, 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.