

INTERNAL & EXTERNAL JOB POSTING

Supervisor, Family, Children & Specialized Settlement Services

ISANS is looking for a full-time **Supervisor, Family, Children & Specialized Settlement Services** to provide additional support and day-to-day leadership to Specialized Settlement Team employees and activities of the program and services within the team. Reporting to the Manager, Family, Children & Specialized Settlement Services, this position will:

Duties & Responsibilities:

- Monitor, mentor and support team members with complex client issues and crisis situations, elevating to manager as appropriate
- Ensure that reports are made to Child Protection as needed
- Coordinate the effective and efficient administration of team programs
- Ensure consistency of work approach across designated programs: Family Support, Newcomer wellness program, HIPPY and Interpretation & Translation and others as needed
- Support team with supervision and debriefing during and after complex cases and crisis situations
- Assisting with the development and implementation of programs, policies and procedures
- Ensure accurate and timely data entry by staff using NewOrg, and iCARE. Report data entry issues in a timely manner
- Participating in the hiring of new staff and organizing and delivering new hire orientation/training, mentoring and support
- Coordinate monthly program meetings and support staff in addressing clients' needs and service delivery issues
- Coordinate service delivery back-up during staff illness/absence
- Keep team manager informed of major service delivery issue that needs to be addressed
- Providing assistance and support to the manager with reporting as needed
- Signing expenses up to the set limit for supervisors /timesheets in the absence of manager
- Coordinate team training sessions
- Ensure all staff are informed of changes to policies and new practice guidelines
- Filling in for Manager for program and staff issues when away
- Liaising with other team leads within the team and across ISANS to ensure ongoing links to existing resources/supports/programs and providing consistent approaches

General responsibilities:

- Performing other duties as required
- Providing information as required for internal/external reports, proposals, grants etc.
- Reviewing and adhering to ISANS workplace policies and procedures including 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
- Participating fully in regular staff meetings, team meeting training and development, and ISANS events

The ideal candidate for this position will have the following:

Education:

- Bachelor of Social Work degree with minimum of 3 years of direct experience in similar field
- Equivalent combination of education and experience will be accepted

- Counselling certificate would be an asset

Experience:

- Experience supervising staff
- 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 computer programs and database: 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 trauma informed and empowerment practices
- Knowledge of diverse refugee populations, their needs and experience including those of 2SLGBTQ1+ refugees

Skills:

- Strong written and verbal English communication skills
- Ability to work independently and as part of a team
- Excellent crisis intervention skill, ability to remain calm and handle high level of stress in complex situations
- 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, some evenings may be needed
- This is mostly an in-person position with at least 4 days in office

Commencement Date: ASAP

Closing Date: Wednesday March 25, 2026, at 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. Employee referrals are encouraged.

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.**