

## INTERNAL & EXTERNAL JOB POSTING

### Manager, Pre-arrival & Employment Transition

ISANS is seeking a full-time **Manager, Pre-arrival & Employment Transition** to play an integral role in promoting ISANS and leading the development, implementation, management and evaluation of all programs and services within the PET team including SOPA, Job Search Strategies, specialized pre-arrival initiatives and projects. The Manager plays a lead role as a member of the management team in developing the overall strategic direction of the team and implementation of the organization's strategic plan. The role will oversee the affairs of the PET team through supervisors which includes managing staff engagement, development, and performance.

Reporting to the Director, Programs, Language & Labour Market, this position will be responsible for:

#### **Duties and responsibilities:**

- Overseeing all program activities related to the PET team, comprised of post and pre-arrival job search strategies and pre-arrival services that help clients to gain settlement and employment knowledge before they arrive in Canada
- Conducting ongoing monitoring of outcomes and evaluation of all programs and services within the PET team and redirect as necessary
- Keeping up to date with theory and practice of current information, policies, ISANS' Strategic Plan, etc., as it relates to the work of the organization and the team
- Representing PET team and the organization at various events – planning sessions, conferences, etc.
- Providing leadership both inside and outside the organization with regard to the PET team's programs and services
- Building partnerships and supporting ongoing collaborations to further the objectives of the organization and the PET team
- Developing, reviewing, and ensuring the timely completion of formal proposals), reports and compliance with other provisions required under relevant agreements and grants
- Collaborating and building partnerships with associations, communities, employers and other service providers to further the objectives of the organization and of the PET team
- Monitoring budgets that supporting the PET team's programs and services
- Collaborating across teams within ISANS to develop, implement and/or manage new programs as applicable
- Additional job-related duties as required to maintaining high quality client service delivery
- Supporting the PET supervisors in providing day-to-day supervision of team members, activities of the programs, and services within the team;
- With the supervisors as applicable, hiring, onboarding, supervising, training, mentoring, coaching, supporting, and developing the PET team, including delivering annual performance reviews
- Monitoring, evaluating and providing recommendations regarding resource needs
- Working with the supervisor as applicable, identifying and coordinating professional development opportunities for the team
- Establishing procedures and processes to meet the objectives of team services
- Keeping up to date on PET-related best practices and other related knowledge, sharing knowledge with team members
- Monitoring team expenses within agreed budget

#### **General responsibilities**

- Designing, developing, implementing and evaluating processes, policies and procedures
- Actively engaging as a member of the ISANS Leadership Team, including strategic planning and implementation of PET team strategic plan
- Representing ISANS externally at events and through strategic partnerships
- Providing information as required for internal/external reports and proposals
- Reviewing, adhering to, and managing others within ISANS' workplace policies and procedures
- Participating fully in regular staff meetings, team meetings, training, and development and ISANS events
- Completing proposals, grants, reports and any other documentation required
- Performing other duties as required

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

**Leadership Competencies:**

- Inspires and empowers others
- Displays integrity
- Respectful of others
- Supports diversity and inclusion
- Willing to learn and share knowledge
- Independent and collaborative

**Qualifications and Skills:**

- Undergraduate and/or master's degree in business administration, Human Services, Project Management, or related fields
- Certificate in Adult Education, or Project Management is considered an asset
- Minimum of 3 years' of progressive work experience with supervisory experience in a dynamic, fast-paced environment required.
- Experience in a multi-service, client focused environment, ideally in the non-profit sector serving immigrants

**Experience**

**An equivalent combination of education and experience may be accepted.**

**Knowledge and Skills**

- Working knowledge of online technologies
- Understanding of the not-for-profit sector and service delivery organizations
- Experience in writing grant and funding proposals
- Strong knowledge of equity, diversity, inclusion, anti-racism, anti-oppression, trauma-informed practices, empowerment approach, and adult-education principles
- Experience developing partnerships and working with a variety of diverse stakeholders and partners
- Experience in evaluation and/or results or impact reporting
- Exceptional organizational and time management skills
- Excellent written and verbal English communication skills
- Strong ability to work independently and as part of a diverse team for continuous improvement
- Sound professional judgment and problem-solving skills in complex situations
- Strong interpersonal skills and ability to adapt leadership style accordingly
- Proficient with MS Office applications

**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 June 5, 2026- 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. To help us achieve our diversity goals, 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.**