



Newcomer Settlement Services Job Description Program Operations Manager

Report to:

The Program Operations Manager will be an employee of the South London Neighbourhood Resource Centre (SLNRC). Day-to-day supervision/consultation will be provided by the Director of the Newcomer Settlement Services in the form of formal supervision meetings as well as informal support as requested by the worker.

Qualifications:

Social Work Degree, Community Development or equivalent; plus 5+ years actively working with newcomers in a supervisory position.

Wage Range: \$58,500-\$64,350 (wage will be set based on management experience)

Work Timelines:

The Program Operations Manager is a full-time position (37.5 hrs./wk). with flexible scheduling to accommodate program needs.

- Available for the team up to 2 flex evenings between Monday to Thursday until up to 8pm
- Full Days on site Friday and Saturday 9-5pm
- Special events will create temporary changed hours
- Off-site 2 days a week to ensure management of service delivery

Duties:

Provide a Staff support system by:

1. Supervising 10-15 program staff in the settlement division in relation to:
 - a. Community Connections youth, adult and family
 - b. Care for Newcomer Children
 - c. Canada Connect and conversation circles
 - d. Targeted programming for vulnerable newcomers
 - e. Digital Support Services for newcomers

2. Lead the co-ordination of group sessions, programs, events and support services for:
 - a. Community Connections-Adult/ Family Services
 - b. Community Connections Youth Services
 - c. Canada Connect
 - d. Targeted services (Yazidi Services)
 - e. Temporary Service Delivery for targeted populations (Afghani, Ukrainian, etc)
 - f. Digital Support Services

3. Lead the co-ordination of resources for above support services
 - a. Care for Newcomer Children Services
 - b. Transportation services (taxi's, bus, bus tickets) in town

- c. Interpretation services

Communication & Professional Development:

Provide professional Communication:

1. Manage communication-information gathering for Best Service response
 - a. lead intercommunication meetings with your team (max 2 hours)
2. Collaborate with SWIS Manager on integration of youth community connections at school sites in a responsive manner
3. Participate in the strengthening of an excellent service system of communication between all Settlement departments
 - a. Attend regular meetings with Settlement leadership
4. Ensure open communication with Placement Student Manager for the agency

Provide professional staff development opportunities:

1. Attend regional Community Connections meeting
2. Attend settlement sector meetings that build knowledge in current trends
3. Co-ordinate opportunities for the team to develop their individual skills in supporting of clients
4. Develop team dynamics as a collective

Administration:

Finance

1. Manage the operational budgets for program staff captured under staff support system above
2. Co-ordinate a system to support the purchasing needs of our complete Settlement Services as requested in the area of:
 - a. Reception supports Settlement Counsellors,
 - b. Library Settlement Services,
 - c. Information and Orientation Services
 - d. SWIS Manager supports Settlement Workers In Schools

Program Space & Equipment Management

1. Maintain inventory of Program supplies including all laptops, Chromebooks, electronic equipment, canopies, sports equipment, perishable non perishable supplies
2. Manage a scheduling system of program staff and space access to multiple locations with our Admin department (at SLCC Administration Coordinator, at Westmount Reception,)
3. Purchase supplies as needed by the settlement team

Ensure Agency operations flow with policies and procedures

1. Provide each staff under your supervision with staff evaluations
2. Ensure all vacant positions under your management are filled or in process of being filled
3. Hire and provide full orientation for staff under your supervision.

Additional requirements:

1. Supervisory experience
2. Excellent interpersonal and conflict resolution skills
3. Effective verbal and written communication skills

4. Insure that programs are aligned to IRCC outcomes
5. Provide narrative and statistical reports as needed by the agency
6. Ensure your team is regularly uploading on ICARE
7. Operate in accordance with policies, procedures, guidelines and protocols of SLNRC
8. Ability to work independently as well as in a leadership role on a team
9. Experience in managing a team
10. Experience in program development and implementation
11. Experience in using electronic devices and soft wares for a variety of tasks
12. Valid Driver's license with full-time access to a car
13. Must have a registered Social Insurance Number and eligible to work in Canada
14. Provide a satisfactory Canadian criminal background check and if you do not have it, it would be paid by the Agency
15. Applicants must be able to provide proof to show that they are fully vaccinated upon the Agency's request

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This is an Internal and External posting. If you are interested in applying for this position, please submit your resume and a detailed cover letter by EMAIL ONLY to: Vincent Tao, Administration Coordinator. Email: Vtao@slnrc.ca No call please.

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