



## JOB DESCRIPTION

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| <b>JOB CLASSIFICATION:</b> | Senior Manager, Newcomer Services           |
| <b>DEPARTMENT:</b>         | Newcomer Services                           |
| <b>COMPANY:</b>            | Skills for Change                           |
| <b>LOCATION:</b>           | 791 St. Clair Ave West. Toronto, ON M6C 1B7 |
| <b>REPORTS TO:</b>         | Director, Programs and Services             |
| <b>CONTRACT TYPE:</b>      | Permanent (Non-Unionized)                   |
| <b>HOURS:</b>              | 35 hours per week (Monday-Friday)           |
| <b>START DATE:</b>         | ASAP  |

### COMPANY:

Located on the traditional territories of the Mississauga's of the Credit, the Anishinaabeg, the Chippewa, Haudenosaunee, and the 4 Wendat Peoples, Skills for Change (SfC) is working towards advancing the Sustainable development Goals for the Greater Toronto and Hamilton Area. Named Charity Village's Best Non-Profit Employer – Diversity, Equity, and Inclusion, and winner of the 2021 Canada Volunteer Awards for Innovation, our organization is committed to reducing poverty, improving mental health, eliminating gender-based violence, building community, eradicating systemic racism, and settling and creating sustainable communities for all immigrants, refugees, and underserved communities. Start your career with SfC and join our 40-year history of creating innovative programming to build welcoming and equitable communities.

### GENERAL ACCOUNTABILITY:

With 40 years of operations, Skills for Change is a highly respected non-profit charity with a province-wide reputation for pioneering programs that respond to shifting immigration and workplace trends, leading to employment. We offer a range of accelerated programs for newcomers to Canada, immigrants, refugees, women, youth, seniors, LGBTQ+ and Black Canadians. We have multiple locations across the GTA serving 20,000 clients annually. We believe we are in the best position to provide thought leadership through evidence-based programming, impact stories, and proactive policy advocacy using knowledge mobilization products.

### ROLE OVERVIEW:

We are looking for an innovative, process-driven leader who will play an important role in the next IRCC funding period, utilizing evidence-based design and delivery of services while addressing risks and optimally using resources. They will support IRCC's commitment to the right clients, the right services, and the right time, ultimately ensuring that successfully settled and integrated clients benefit Canada. The Senior Manager leads a multi-disciplinary program team and oversees the implementation of our newcomer services strategy. This individual manages Skills for Change's programs that directly deliver newcomer services, identifying and assessing community needs, and implementing creative solutions to address them. The Senior Manager is responsible for all aspects of the program from staff leadership, funder deliverables, budgeting, reporting, and stakeholder engagement. The Senior Manager also works closely with the Program Operations Leadership Team to implement cross-organizational strategies related to the newcomer experience in Canada.

### KEY RESPONSIBILITIES:

**Program Management:**

- Develop and implement the annual program workplan in alignment with organizational priorities.
- Oversee the program life cycle, from initial planning and design through implementation, monitoring, and evaluation.
- Implement strategies to optimize program performance, address risks, and adapt to changing needs.
- Foster collaboration and communication among team members, stakeholders, and partners.
- Ensure programs are accessible and inclusive for all newcomers, including marginalized communities.
- Explore and implement innovative approaches to service delivery.

**Financial Management and Reporting:**

- Develop budgets, track expenses, and ensure financial integrity throughout the program lifecycle.
- Monitor compliance with IRCC and MLITSD funding requirements.
- Monitor compliance with guidelines and reporting requirements.
- Provide regular updates to the Director and work collaboratively with the finance team.
- Coordinate the preparation and submission of reports to funders, ensuring accuracy and timeliness.
- Manage program contracts and ensure compliance with funder guidelines.

**Data tools and technology:**

- Utilize data-driven insights to continuously improve program processes and outcomes.
- Implement client tracking systems to monitor outcomes and measure impact.
- Oversee the creation and implementation of operational efficiencies and KPIs.
- Ensure efficient, client-centered program and service delivery processes.
- Incorporate digital literacy and online learning platforms into program delivery.
- Maximize collaboration and synergies across program areas and external partners.
- Utilize program design and evaluation frameworks to enhance effectiveness.

**People Leadership:**

- Oversee program-related management staff, facilitating problem-solving, sound judgment, and process efficiency.
- Develop a culture of innovation and continuous improvement in the practice of Newcomer Services.
- Build a performance-based culture accountable to clients, funders, and stakeholders.
- Foster an inclusive, collaborative work environment valuing diversity and equity.
- Implement regular team meetings to enhance staff morale and engagement.
- Set clear goals and expectations, providing regular feedback and recognition.

**Community and Stakeholder Engagement:**

- Build relationships to increase awareness of Skills for Change.
- Collaborate with sector partners to align with the IRCC vision.
- Participate in public meetings and events to develop and maintain organizational visibility.
- Engage with local employers, training providers, and industry associations for employment opportunities.
- Conduct consultations with newcomers to adapt programs to their needs.
- Foster a community advisory board for program feedback and insights.

**Additional Responsibilities:**

- Perform other duties as assigned by the Director or Vice President to support the goals and objectives of the organization.
- Attend staff meetings and team building activities.
- Assist with special initiatives and events as required.

**Minimum Qualifications:**

- MBA or Bachelor's Degree in non-profit management, social work, public administration, business administration, or a related field.
- 7-10 years of experience in a management or other leadership position related to settlement and newcomer services, or related sectors. A Graduate Degree may be substituted for one or more years of experience.

**Knowledge, Skills, and Abilities:**

- Extensive knowledge of human services, including settlement, employment, and newcomer-related programs in densely populated urban areas.
- Proven familiarity with laws, regulations, policies, and evidence-based management practices pertinent to newcomer programs.
- Strong understanding of program design and evaluation, and experience with monitoring and evaluation frameworks.
- Commitment to GBA+, accessibility, and integration of Truth and Reconciliation within programs and services.
- Excellent organizational skills and capacity to develop and implement practical strategies, plans, and solutions.
- Superior critical thinking skills and the ability to convey complex concepts clearly and concisely.
- Affinity for data and its use in informing operational decisions and strategic business case development.
- Experience working on IRCC funded settlement programs is an asset.
- Experience working in a unionized environment and applying collective agreements is an asset
- Salesforce experience an asset

PLEASE SEND YOUR APPLICATION TO:

[hrsupport@skillsforchange.org](mailto:hrsupport@skillsforchange.org)

Skills for Change offers accommodation for applicants with disabilities in each stage of the hiring process. If you are contacted regarding a job opportunity, please advise if you require accommodation. This document is available in alternate format on request. We thank all applicants for their interest in this position, however only those selected for an interview will be contacted.