

December 10 , 2024

Job Posting
(Internal & External)
Program Coordinator – Language and Skills Training
(1 Year Full-Time Maternity Leave Coverage)

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to facilitate the well-being of diversified communities through social services. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking one full-time contract Program Coordinator to provide maternity leave coverage. This role is responsible for managing the delivery of Language Instruction for Newcomers to Canada (LINC) program and other language and skills training services at our Toronto Centre.

The details of this job posting are listed as follows:

Job Title:	Program Coordinator	Unit	Language and Skills Training
Hours of Work:	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	Application Deadline:	December 31, 2024
Location:	In-person, TCCSA Toronto Centre		
Salary & Benefits:	\$60,742 to \$63,784 per annum (based on experience)		
File #:	File #25-24		

Essential Duties and Responsibilities:

- Manage TCCSA’s LINC program and other language and skills training services in Toronto;
- Provide team leadership, support and direction in the program’s day-to-day operation;
- Develop, implement and evaluate long-term and short-term program plans to meet newcomers’ language learning needs;
- Manage program delivery to meet program outcomes and contractual agreements, and comply with guidelines of professional regulatory bodies;
- Prepare and submit accurate and timely statistical and program reports as required;
- Monitor program finances, including budget claims and tracking of program expenses;
- Develop and implement program outreach strategy to raise awareness;
- Pursue and maintain service delivery partnerships with other community service providers in support of program activities;
- Update and maintain program related data and tracking history in agency database;

- Ensure collection and entry of service data into reporting systems such as HARTS and iCARE;
- Recruit, train, supervise and evaluate program staff, including instructors, assistants and CNC staff;
- Work with other TCCSA programs to ensure collaborative program delivery;
- Support and participate in all agency activities, including fundraising initiatives, which may require occasional irregular hours;
- Support senior management in preparing funding applications;
- Work in all TCCSA and itinerant service locations as assigned;
- Perform other duties as may be assigned by supervisor.

Qualifications

- ✓ Post-secondary degree in a related field or a combination of equivalent education and experience;
- ✓ Professional accreditation related to teaching (e.g. Degree in Education, TESL certification) is a definite asset;
- ✓ Previous successful experience managing LINC and/or ESL programs;
- ✓ Demonstrated knowledge of Canadian Language Benchmarks, PBLA, and language training services in the GTA;
- ✓ Extensive experience working with HARTS and iCARE;
- ✓ Proficient in Avenue, and/or other LMS/courseware;
- ✓ Excellent understanding of cultural and social backgrounds of immigrants and refugees including settlement and integration issues;
- ✓ Proven ability in program organization, community outreach, working with diverse cultures and all age groups;
- ✓ Demonstrated skills in leadership, conflict resolution, planning, organization and time management;
- ✓ Ability to work effectively both independently and as part of a team;
- ✓ Experience in staff supervision and evaluation;
- ✓ Experience in budget and resource management;
- ✓ Excellent analytical, writing, research, and communication skills;
- ✓ Experience in working with adult immigrant learners;
- ✓ Excellent oral and written English skills, proficiency in a language commonly used by clients – Chinese (Mandarin and/or Cantonese) is a definite asset;
- ✓ Proficient with OCMS, MS Office, Google services, Zoom and other videoconferencing tools;
- ✓ Must be able to work flexible hours, including some evenings, weekends and holidays;
- ✓ Must be legally entitled to work in Canada;
- ✓ Proof of a clear “Vulnerable Sector Screening” with a local police service is mandatory;
- ✓ Able to travel in the GTA, has a valid Ontario Driver’s license and access to a car is an asset.

Application:

Please email resume and cover letter to: recruit@tccsa.org no later than 4:00 p.m. on December 31, 2024

Applicants should quote file **#25-24 Program Coordinator – Language and Skills Training** on the application.

We thank all applicants for their interests in this position. However, only selected candidates will be contacted for an interview. No telephone call inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.