



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

INTERNAL/EXTERNAL OCISO JOB POSTING

Job Title: Settlement and Integration Program (SIP) Program Manager (the “**Position**”)

Program Title: Settlement and Integration Program (SIP) (the “**Program**”)

Reports to: Chief Program Officer (the “**CPO**”) or their delegate

Primary Location: 959 Wellington Street West, Ottawa, Ontario

About OCISO

OCISO is a Not-for-Profit Corporation funded by contributions of government departments and agencies. OCISO is subject to the specific directions, corporate revenues, and continuing allocation and funding of the aforementioned departments and agencies. OCISO supports immigrants through the journey of making Canada their home; by providing creative and responsive programs that are culturally and linguistically appropriate; by building community through mutual respect and partnerships; and by fostering healthy and inclusive spaces for open dialogue and healing.

Job Summary

The Position will require providing overall leadership and management of the Program. This includes fiscal and human resource management in accordance with the overall vision and strategic priorities of OCISO. Other important aspects of the role include maintaining stakeholder relations and offering leadership within various community initiatives in support of the integration of newcomer families in the community.

Main Responsibilities, include but are not limited to, the following:

Program Management

- Oversee development of culturally and linguistically appropriate programming, services and resource materials;
- Pursue program funding, partnership opportunities and program expansion opportunities that are consistent with OCISO’s vision and mission;
- Control and monitor the Program budget, ensuring that expenditures comply with funder requirements and OCISO policies;
- Conduct program evaluation and oversee the development of specialized language services;

- Prepare program reports for the approval by the CPO;
- Ensure that facilities meet program needs and applicable codes and regulations;
- Ensure settlement services and activities comply with the guidelines of professional regulatory bodies; and
- Manage the program outreach strategy to raise awareness of program and services.

Human Resources Management

- Recruit and hire staff in accordance with OCISO personnel policy and procedures, and in consultation with Human Resources and the CPO;
- Manage staff and volunteers in accordance with OCISO policies and procedures;
- Ensure staff has access to professional development and training opportunities;
- Ensure proper calculation of working hours on a bi-weekly basis; and
- Provide guidance and problem-solving assistance to Program staff.

Agency Management

- Maintain a high degree of awareness of issues facing OCISO and recommend agency-wide solutions for consideration by senior management;
- Support all aspects of OCISO's work in interactions with funders, other community service providers, clients and the public;
- Work on agency-wide issues and committees, as requested; and
- Perform other duties as assigned by senior management; and
- Any other duties assigned to you as may reasonably be required in line with the Position's main responsibilities.

Education, Qualifications and Skills:

- Bachelor's degree or equivalent combination of post-secondary education and work experience;
- 4-5 years of related supervisory experience;
- Proficiency in program development, delivery and evaluation, preferably in a community based setting;
- Experience in government and community relations;
- Good communication skills and ability to take initiative;
- Proven ability to work and lead effectively in a multi-disciplinary and multicultural team environment;
- Proficiency with current computer applications;
- Fluency in English; and
- Ability to communicate in additional languages is an asset.

Please note, you will also need to provide proof of the following before commencing the Position:

- Ability to work legally in Canada; and

- A Criminal Record and Judicial Matters Police Records Check (conducted within the last 6 months).

Salary & Benefits: \$65,483-\$66,794 annually. Comprehensive benefits plan including health, dental, RRSP plan, and generous leave entitlement.

Application Deadline: September 10, 2025 by 12:00 p.m. (EST). Rolling interviews will be conducted.

Application Process:

Please rename your cover letter and resume with your "First name position title" (e.g., OCISO_SIPPM_letter or resume) before applying and send it to the HR Department: recruitment@ociso.org

We encourage applications from qualified people of all backgrounds, especially women, members of visible minorities, Indigenous persons, and persons with disabilities.

OCISO is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, OCISO will endeavor to provide accommodation to people with disabilities in the recruitment process upon request. If you are selected for an interview and require accommodation due to a disability during the recruitment process, please notify the HR & Operations Administrator upon scheduling your interview.